



## Your Internet and Home Phone

# Choosing an internet plan



**Easy  
English**

aacan



## You can get help with this book

To help you understand this book you can talk to

- a friend
- a family member
- a support person.



They can also help you find more information.



## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **red**
- we write what the hard word means.

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## About this book



This book is about choosing a **broadband** plan.

**Broadband** is the internet you use at home. People normally use broadband through Wi-Fi.



Broadband will soon be provided over the **National Broadband Network (NBN)**.

The **NBN** is a new way of providing phone and internet services.



When you sign up for a broadband plan you will need to order the service through a **telco**.

A **telco** is the company that you pay for your internet. Some telcos are

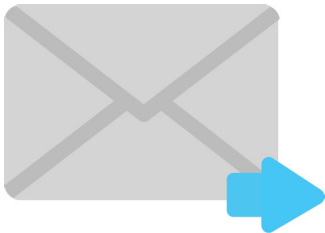


- Telstra
- Optus
- Vodafone.

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## Can you get the NBN?

You might have home broadband that is not provided by the NBN.



Your telco will tell you when the NBN is coming to your area.



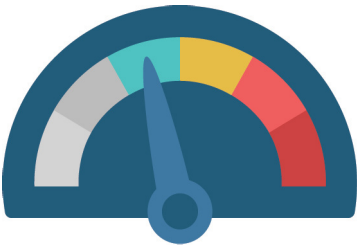
They will do this by sending you a letter in the post.

You can also visit NBN Co's [website](#) to find out when the NBN is coming to your area.

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## Choosing your broadband speed

There are 4 different types of NBN broadband plans.

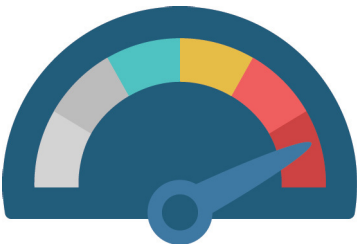


- NBN 12

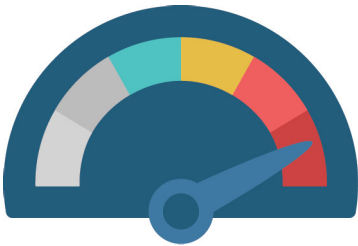
- NBN 25

- NBN 50

- NBN 100.



Each of the plans have different internet speeds.



The NBN plans with higher numbers should give you faster broadband.

This means that the fastest broadband plans should be

- NBN 50
- NBN 100.



Faster broadband plans often cost more money.



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You may need  
a higher speed  
broadband plan if



- you watch a lot of videos online

- you listen to a lot of music online



- you play video games online



- lots of people in your house use the internet at the same time.

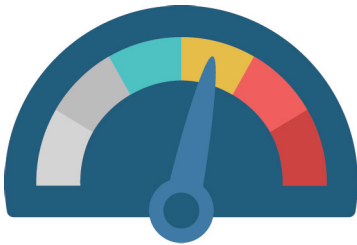
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## Choosing your telco



Comparing plans from lots of telcos can be hard.

To start comparing plans you might think about



- how fast you want your broadband to be



- how much you can afford to pay for broadband.



You can also use the **Critical Information Summary (CIS)** ) to compare plans.

The **CIS** provides information about

- the price of the plan
- any extra money you might need to pay
- how long the plan is for.



The CIS is on all telcos' websites. You can also ask for it in-store.

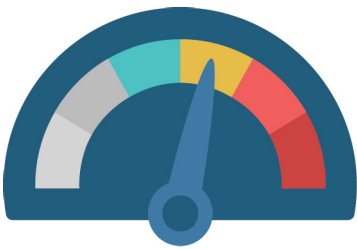
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## Your rights



All telcos need to give you a one-page Key Facts Sheet to help you compare NBN plans.

This includes information like



- what internet speeds you can get on your plan



- whether the speed plan you chose will work at your home.

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The Key Facts Sheet also gives information about



- how you could use your NBN broadband plan



- how many people can use your broadband at one time.

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The Key Facts Sheet also gives information about



- that the NBN won't work without electricity



- if your medical or security alarm service will work with the NBN



- if you can keep your phone number with NBN.

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## More Information



For more information  
contact ACCAN



Call  
02 9288 4000

Fax  
02 9288 4019

Website  
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Consumer Action Network**

