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Media release

Your ultimate summer internet hacks

With the summer holidays just around the corner now is the time to get your internet humming so you can stream the cricket, bag a bargain online and game without worrying about work – so here's **nbn's** five ultimate home optimisation hacks to make sure your summer is simply sensational.

1. Keep your modem in a central location, ideally close to where you're working from. If it's in a cupboard, under a desk, or at the other end of your house this may slow your speed.
2. Routers are not all the same – performance can differ dramatically. If you're concerned about the age or quality of your router or modem, get some advice from your internet retailer.
3. If your internet is still too slow check what internet plan you are on – an average Australian household doubles its data use every three years, yet most of us won't change our internet plans over that time.
4. Ask yourself this question – do you have a lot of people on a lot of devices in your home at the same time? If the answer is yes, you're going to need an internet plan that can cope with that.
5. Do you suffer from digital lifestyle creep? The average Australian household now has 21 connected devices – are you on the right plan to handle all of them?

NBN Co Customer Experience Expert Jane McNamara said:

"Australians are using more data and have more devices but most of us are on the same plan we've had for ages," Ms McNamara said.

"This means many of us are having to put up with buffering during work meetings, slow streaming or lag while gaming – getting the right plan is so important to getting a good experience.

"Whether it's just you using the internet, you're in a share house, or you have a large family who loves to be online at the same time, there's an internet plan to suit your needs.

For more information on what speed tier may suit you the best go to <https://www.nbnco.com.au/learn/speed> or talk to an internet provider.

To help enable faster internet speeds now and into the future, nbn has been investing in the network to deliver fibre deeper into more communities.

Full fibre delivers **nbn**'s fastest wholesale speeds and can provide a better online experience[#], like faster downloads and uploads, and streaming 4K on many connected devices.

Customers can check their address on **nbn**'s website to see if they are eligible^{##} to upgrade to fibre.

Fibre is the most advanced, reliable and consistent way to get the internet over the **nbn** network – to find out if you're eligible for fibre go to <https://www.nbnco.com.au/residential/upgrades/more-fibre>

ENDS

Disclaimers

Customer experience on nbn full fibre, including speed, depends on your internet provider, plan, equipment quality and if you use the internet at peak times.

Conditions, eligibility criteria and costs will apply – please speak with your preferred provider. Eligibility criteria includes, among other things, being designated by nbn as a simple premises and placing an order for an nbn powered plan based on an eligible wholesale speed tier. Additional costs may apply to providers, who may choose to pass this charge onto their customers. Not all providers offer plans based on the full range of wholesale speed tiers. Talk to your preferred provider for more information about availability and the right solution for your needs.

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