

## Factors that can Affect your Internet Experience

*(This article was written by nbn™)*

From the equipment you use, to the network itself, there are a number of factors that can have an impact on your internet experience.

**The set-up at your home or business**

It's always worth looking at your internal set-up to see if you are getting the most out of your connection.

**Networking equipment**

Check the quality of your networking equipment (modems and routers). A better modem/router could transform your experience into something spectacular.

**Wi-fi interference**

Other electronics can also affect your wi-fi connection. Mobile phones, micro-waves and TVs rely on radio signals, so having your router placed as far away from these devices as possible can help.

**The amount of devices online at the same time**

If you have many users and many devices and you do things like stream video on a regular basis, you should discuss higher speed plan options with your service provider to ensure the best experience.

**Your phone and internet service provider**

Your choice of service provider can have a big influence on your internet experience.

**Network congestion**

The way a service provider configures and shapes their network can have an effect on how you experience the internet - particularly during peak usage times. Understanding how different service providers approach congestion during peak usage times should influence who you choose.

**The speed tiers and plans offered by phone and internet service providers**

Not all service providers offer plans based on the full range of wholesale speeds offered by the nbn™ network. When choosing the right speed and plan through your service provider, make sure you take into account your own needs – how many devices you will have online at once and what you will be using the internet for.

**The quality of the wi-fi unit provided by the service provider with your connection**

The wi-fi unit provided by your service provider will have an effect on the amount of devices that you can connect simultaneously online. It will also have an influence on how far the signal strength extends throughout your premises. Check with your service provider if the wi-fi unit they provide will meet your expectations.

**The nbn™ network**

nbn is building and maintaining the national broadband network across Australia. There are a large number of network components and cables used to connect your home to the internet and sometimes things go wrong. If you have trouble with your connection, contact your service provider, they have the tools to troubleshoot and determine if and where a fault may lie. If the fault is detected in the nbn™ network, they will work with your provider to get your service restored.

nbn is a wholesaler which means they do not sell directly to the public. To connect to the nbn™ network, you need to speak to your phone and internet provider about a plan that best suits your needs.

Editors Note: *This article was provided for cablers to better understand the nbn "experience" from the consumers point of view!*

## Contact Information

### Training Products

To order TITAB products go to [www.titab.com.au](http://www.titab.com.au) or call TITAB on 03 9631 0800

### Training Package Information

[www.training.gov.au](http://www.training.gov.au)

### nbn™

[www.nbnco.com.au](http://www.nbnco.com.au)

### Communications Alliance

[www.commsalliance.com.au](http://www.commsalliance.com.au)

Wiring Rules AS/CA SOO9:2013

### ACMA

[www.acma.gov.au](http://www.acma.gov.au)

1300 850 115

[info@acma.gov.au](mailto:info@acma.gov.au)

### Standards Australia

[www.standards.org.au](http://www.standards.org.au)

### Underground Cable Locations

[www.1100.com.au](http://www.1100.com.au)

### A2A and Network Boundary Issues

[www.telstra.com.au/smartcommunity/mybuilder.html](http://www.telstra.com.au/smartcommunity/mybuilder.html)

[robert.pitman@team.telstra.com](mailto:robert.pitman@team.telstra.com)

### Telstra high load passage

Email : [high.loads.telstra@team.telstra.com](mailto:high.loads.telstra@team.telstra.com)

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### Registered Cablers Website

[www.registeredcablers.com.au](http://www.registeredcablers.com.au)

### Smartwired

[www.smartwiredhouse.com.au](http://www.smartwiredhouse.com.au)

### ADTIA

[www.adtia.asn.au](http://www.adtia.asn.au)