



Methodology

NBN Plans

Provider of the Year Award

2019

What is the Canstar Blue NBN Plans Provider of the Year Award?

Canstar Blue's NBN Plans Provider of the Year Award uses a sophisticated rating methodology, unique to Canstar Blue, which compares providers' suite of NBN products offered to consumers.

The Canstar Blue NBN Plans Provider of the Year Award is awarded to the provider that provides the strongest NBN offering across consumer profiles from Canstar Blue's NBN Value Rank, which include the combination of NBN speed tiers and data inclusions.

What are the types of plans considered in the NBN Plans Provider of the Year Award?

Canstar Blue's NBN Plans Provider of the Year Award considers NBN fixed line plans which utilise a physical line running to the premises.

Plan Type	Description
NBN Fixed Line	NBN plans which utilise the physical line running to the premises (FTTP, FTTB, HFC, FTTC and FTTN) are considered.

What are the consumer profiles considered in the NBN Plans Provider of the Year Award?

Canstar Blue takes into account allowances for NBN speed tier and data on NBN plans. The following combination of consumer variables from Canstar Blue's NBN Value Rank determine the plan requirements for each profile:

Data Required	NBN Speed Tiers*
100 GB+	Basic/Standard or higher
500 GB+	Standard Plus or higher
Unlimited GB	Premium

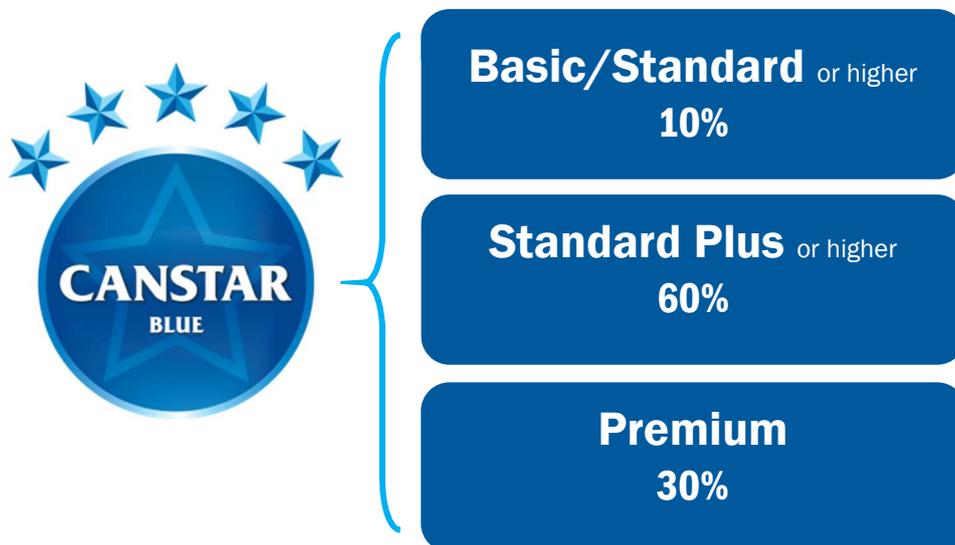
*Note: 'NBN speed tiers' refers to the four NBN wholesale speed tiers available to your internet provider to sell to the public. NBN speed tiers are based on a range of typical busy evening download speeds measured in Megabits per second (Mbps):

- Basic (evening speed) - typical busy period download speed less than 15Mbps
- Standard (evening speed) - typical busy period download speed with a minimum 15Mbps
- Standard Plus (evening speed) - typical busy period download speed with a minimum 30Mbps
- Premium (evening speed) - typical busy period download speed with a minimum 60Mbps

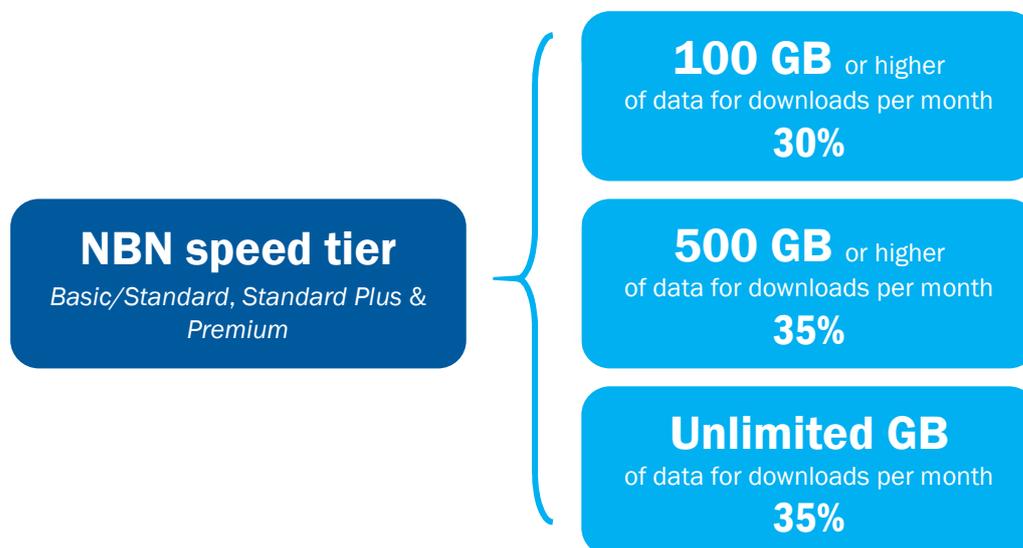
For further information on NBN speed tiers, please refer to [NBN.co](http://nbn.co).

How does it work? How is the NBN Plans Provider of the Year determined?

The NBN Plans Provider of the Year Award assesses the cumulative performance of a provider's offering across NBN speed tiers and data inclusions over a six-month period. NBN speed tiers are assessed over three tiers: *Basic/Standard or higher*, *Standard Plus or higher* and *Premium*. The below outlines the weighted average consideration across each NBN speed tier.



For each NBN speed tier considered, a provider's best performing plan across consumer profiles for data from Canstar Blue's NBN Value Rank is considered. The below outlines the weighted average consideration of NBN data allowance profile.



For each plan, Canstar Blue considers the estimated cost of a plan against its included features, by providing an estimated minimum cost over 1-, 12-, and, 24-month periods, and feature score for *Customer Service and Support, Inclusions, and Billing and Payments*. Canstar Blue considers plan features most relevant to consumers in the calculation of Value Rank. However, not every feature is included in the Value Rank, nor every feature that is relevant to you.

The above is a brief overview of the elements considered in Canstar Blue's NBN Plan Provider of the Year Award. For further detail on how individual plans are assessed, please refer to the NBN Value Rank Methodology document.

Does Canstar rate all products in the market?

Canstar Blue endeavours to include the majority of providers and products in the market and to compare product features relevant to most consumers in our ratings. However, this process is not always possible, and it may be that not every provider and/or product in the market is included in the rating, nor every feature compared that is relevant to you.

Please refer to Canstar Blue's [NBN Plans Provider of the Year Award Report](#) for further detail of providers considered in the award.

How often are plans reviewed for the NBN Value Rank?

Canstar monitors changes on an ongoing basis, and the Value Rank, Pricing Score and Feature Scores of each plan are fully re-calculated every day.

How are the plans ordered?

Canstar ranks NBN plans based on value-for-money. Whereby, the Value Rank takes into account a plans' minimum cost per period of consideration and features offered as compared to the market. The plans that are lower in cost and have higher features will be ranked higher than plans which have higher cost and less features.



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