



AUSSIE PHONE BROKERS



FINDING THE BEST
INTERNET SERVICE PROVIDERS
FOR SMALL & MEDIUM BUSINESS



Disclaimer:

*These plans are correct at the time of document preparation.
Users must not rely absolutely on the information contained
herein. Users should verify all information.*

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INTERNET SERVICE PROVIDERS

- PLANS & CUSTOMER SERVICE RANKINGS

Introduction

Most users are probably confused about how to decide on an internet service provider. Put simply, there are four main areas of consideration when trying to decide on a suitable internet plan:

- 1: **Speed** Look at the fastest speeds available.
(Usually: ADSL2+, then Cable, then ADSL.)
- 2: **Usage** Define your download usage per month. Often this may be established by looking at previous bills. Allow a 33% increase as a safety buffer.
Moderate single business user: < 1GB
Moderate office of up to 10 users: 1GB - 10GB
10+ person office or Heavy usage: > 10GB or more
- 3: **Cost** This should be an relatively minor consideration, since cost differences between providers are usually not large. Service standards, however, are remarkably varied.
- 4: **Service** The standards of service from ISPs are wide-ranging.
Example: One of the major ISPs recently downsized and hid all references to their telephone customer service centre – and replaced it with an online help service. (*Aussie remains confused about how customers with a connection problem are intended to use the online help resource!*)
At the other end of the scale is an ISP which has won the highest industry award for service – for the fourth year in a row.
The difference in their pricing is not vast – but their service is.

Aussie Phone Brokers makes the following general recommendation about service: **Pay**. Choose service over price always.
(The savings Aussie Phone Brokers will provide from your phone bills will always be far greater than any modest savings available by using the cheapest internet connection.)

How to use the guide

Simple & Fast path to the Best Internet Plans for your business:

1. Find the services available to you.
Go online to: <http://bc.whirlpool.net.au> and enter your phone number.
2. Choose from ADSL2+, or Cable, or ADSL – usually in that order.
3. Choose the two or three best service providers in that category.
4. Examine the plans to find a suitable Download Usage allowance.
5. Contact Aussie to organise implementation.



List of Large ISPs :

The rankings of the following ISPs focus mainly on customer service standards and network reliability.

[Note: This list has been generated by anecdotal evidence and our personal opinions. Legally Aussie Phone Brokers cannot accept any responsibility for reliance on the below list.]

1. WestNet – the best service available.
2. Internode – especially used for corporate accounts
3. iiNet – the provider Aussie uses. [Application forms](#).
4. Netspace
5. AAPT – often bundled with Landline provision for small and micro businesses.
6. OptusNet
7. TPG / Soul – often the cheapest in the market.
8. Telstra
9. Exetel

For questions, SHDSL connections or other enquiries, please contact Aussie directly at:

[Aussie Internet](#) or **1300 733 565**.

