



## Getting **nbn** installed? Make the most of your internet experience.

Here are some handy tips to help improve the speed and reliability of your **nbn**<sup>®</sup> connection\*.

### 1. Choose the right Wi-Fi modem/gateway

Whenever you make a significant change to your internet connection, it's a good idea to review your Wi-Fi modem/gateway (sometimes referred to as a router) to make sure it can handle the latest advancements in broadband technology.

Check with your phone and internet provider if your Wi-Fi modem/gateway can handle the available speeds for your connection. Switching to a newer Wi-Fi modem/gateway can help boost your Wi-Fi speed, range, reliability and security.

The current iteration of Wi-Fi is Wi-Fi 6 and this is faster, more efficient and has the ability to provide a more consistent speed under complex conditions (noise, interference or physical obstructions) compared to older versions of Wi-Fi.

### 2. Selecting the best location for your Wi-Fi modem/gateway

Where you place your Wi-Fi modem/gateway can have an impact on your internet experience.

For the best results, place your Wi-Fi modem/gateway in an elevated position, approximately one metre off the ground, within an area where you use the internet the most. Ideally this location is also away from devices that can cause interference with your Wi-Fi signal, like microwave ovens.

If you had to move your Wi-Fi modem/gateway so it can connect to your new **nbn** connection box, the next section outlines options to optimise your connection.

### 3. Consider the layout of your premises & Wi-Fi extension options

The unique layout of your premises can have an impact on the Wi-Fi quality across different areas. For example, thicker walls mean the Wi-Fi signal may not reach as far and in larger, multi-story premises the Wi-Fi signal may not reach all the rooms.

**Mesh Network:** A mesh network consists of multiple Wi-Fi nodes placed throughout the premises that work together to create a more consistent Wi-Fi signal. Mesh networks tend to be less affected by signal degradation as you move further away from the Wi-Fi modem/gateway or by obstacles such as thicker walls. This is due to the nodes expanding the network coverage throughout your premises.

**Wi-Fi Extenders:** A Wi-Fi extender is a device that extends your Wi-Fi signal via re-broadcasting it deeper into your premises. They can be a good value solution if you're looking to improve Wi-Fi in one part of the property.

**Wiring:** A professionally installed wired connection, in most cases, can provide a more consistent and faster internet experience than a Wi-Fi connection. To truly maximise your internet speeds, consider engaging a [registered cabler](#) to install a wired connection in your premises for critical devices. (e.g. Consider cabling between a **nbn** connection box and a Wi-Fi modem/gateway or between a Wi-Fi modem/gateway and performance critical devices, such as TVs or office devices).

### 4. Check your devices and Wi-Fi network

**Device compatibility:** Older devices may not work properly with your Wi-Fi modem/gateway, so if you're performing data-heavy activities like streaming 4K videos or gaming online, make sure your devices are up to the task.

**Choosing the right Wi-Fi network:** When you connect devices to your Wi-Fi modem/gateway you may notice two available networks on your device – 2.4GHz or 5GHz, here are the differences between the two:

**2.4GHz:** This usually provides the most Wi-Fi signal coverage but supports slower speeds.

**5GHz:** This usually supports higher speeds but may have limited Wi-Fi signal coverage.

### 5. How to perform an accurate speed test

- Connect your laptop or computer to your Wi-Fi modem/gateway using an ethernet cable. Make sure no other devices are heavily using your internet connection before running the speed test.
- On your laptop or computer, visit [www.speedtest.net](http://www.speedtest.net)
- Start the test and make a note of your speed results. Since you're using an ethernet cable, this speed should be the 'fastest' speed possible for your device.
- Now, unplug the ethernet cable and connect to your Wi-Fi network. Stand within one metre of your Wi-Fi modem/gateway and run the speed test again. Take note of your speed, this unobstructed connection should reveal the 'fastest' Wi-Fi speed possible for your device.

### 6. Check your speed plan

Every household is unique. The number of active users and devices connected to your Wi-Fi can affect its performance. Have a chat with your provider so that they can help you find the right plan that meets your needs.

For more details on the above tips, visit [nbnco.com.au/learn/optimisation](https://nbnco.com.au/learn/optimisation)

\*Your experience, including the speeds actually achieved over the nbn network, depends on the nbn network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside our control (like your equipment quality, software, broadband plans, signal reception and how your service provider designs its network).