



Australian Government
National Office for the Information Economy

BROADBAND



Resources

Broadband

Broadband services are defined as always-on, high-speed data services. Broadband gives people instant access to the Internet or other data services 24 hours a day at speeds at least 10 times faster than a typical dial-up modem.

This booklet provides details of resources you can consult for additional information on broadband availability, how to get connected, e-commerce, security, privacy and networking.

Related information about broadband can be found in companion booklets available from NOIE (contact details are at the end of this document).

ONLINE REFERENCES

If you already have access to the Internet, either at work, at your local library or via a dial-up service at home, you may find the following websites useful.

Broadband

The websites in this section will help you understand what broadband is, how it can be used and how you can be connected.

BROADBAND XCHANGE

www.broadbandxchange.org

A plain English guide to broadband, including information on the different types of broadband, its uses and benefits, what to ask a service provider if you are thinking of connecting to broadband and information about domain names and websites.

WHIRLPOOL

whirlpool.net.au/faq-ab.cfm

Whirlpool is a non-profit, community website devoted to broadband. It focuses on news and current events, as well as information for the new and veteran broadband user. The reference given here points to a selection of frequently asked questions about broadband.

SPEED TEST

www.dsl.com

This international service provider offers a free speed test that shows you the rate at which data is arriving at your computer. Included are an explanation of the results and a comparison with other services of a similar type. The speed test button is on the left hand side towards the bottom of the home page.

INFORMATION FOR CONSUMERS: BROADBAND INTERNET

www.tio.com.au/publications/BroadbandFactSheet.pdf

This consumer fact sheet, published by the Telecommunications Industry Ombudsman, provides basic information about broadband services and lists questions you might want to ask suppliers before signing up for a broadband service.

Availability of Services

Broadband coverage in Australia is steadily increasing. Two main sites on the internet provide lists of organisations that offer broadband services. These organisations have the most current information about broadband service availability.

BROADBAND CHOICE

www.broadbandchoice.com.au

Broadband choice lists broadband service providers by region and provides details of pricing plans. A facility to search for a service provider meeting your criteria is provided at www.broadbandchoice.com.au/plan.cfm

THE AUSTRALIAN ISP LIST

www.cynosure.com.au/isp

The Australian ISP list gives details of both dial-up and broadband service providers, by region.

BROADBAND XCHANGE

You can check to see if your local telephone exchange is enabled to provide ADSL services at:

www.broadbandxchange.org/sas/adsl.asp

The Internet

The websites in this section will answer your questions about the Internet in general.

INTERNET 101

www.internet101.org/

Internet 101 provides introductory information about the Internet, how it works and how to use it.

BEGINNER'S GUIDE TO THE INTERNET

www.pbs.org/uti/begin.html

A beginner's guide to understanding and using the Internet.



AUSTRALIAN CONSUMERS ASSOCIATION

www.aca.com.au/articles/a100795p1.htm

This section of the Australian Consumer's Association website provides free reports on many aspects of the Internet.

THE INTERNET TOOLKIT

www.toolkit.aca.gov.au/internet/index.htm

This toolkit, from the Australian Communications Authority provides information to help you understand the products and services that meet your needs. It includes information about Internet access and broadband connectivity.

DEPARTMENT OF COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS (DCITA)

www.dcita.gov.au/Article/0,,0_1-2_3-4_104271,00.html

Amongst other things, DCITA supports the Government by developing and implementing policies and programs for the supply and take-up of Internet and broadband services in Australia. DCITA works in close consultation with NOIE.

E-commerce

NATIONAL OFFICE FOR THE INFORMATION ECONOMY (NOIE)

www.noie.gov.au/projects/ebusiness/index.htm

NOIE is an Australian Government agency which develops and coordinates Australian Government policy on electronic commerce, online services and the Internet. NOIE's website provides information on e-commerce, its benefits and getting started in e-commerce. Numerous publications can be downloaded from the site and there are many relevant links to other sites.

E-BUSINESSGUIDE

www.e-businessguide.gov.au

Launched by NOIE in June 2003, this website provides practical information, explanations, tools and resources about e-business for Australian business owners, staff and their advisors.

PATHWAYS TO ELECTRONIC COMMERCE: GETTING AUSTRALIAN SMALL BUSINESS ONLINE

www.setel.com.au/sbc/pathways/contents.htm

A guide to e-commerce in Australia, covering topics such as "What is e-commerce?", "Why use electronic Commerce?", e-commerce tools, solutions, costs and getting started.

WESTERN AUSTRALIAN ELECTRONIC COMMERCE CENTRE

www.ecommercecentre.online.wa.gov.au

This web site, provided by the Western Australian Government, explains all aspects of e-commerce. See the "Ecommerce Explained" section for an introduction to the topic. The e-commerce guides are a series of articles about how to make e-commerce work for you.

TASMANIAN ELECTRONIC COMMERCE CENTRE

www.tecc.com.au

The Tasmanian Electronic Commerce Centre provides assistance with electronic commerce to rural, regional and remote Australia. The TECC provides support for businesses considering adopting e-commerce.

HOWSTUFFWORKS

www.howstuffworks.com/ecommerce.htm

An introduction to how e-commerce works and the elements of e-commerce, plus more advanced topics such as building an e-commerce site and attracting business to your site.



Security & Privacy

NETALERT

www.netalert.net.au/Files/00496_TheFacts.asp

NetAlert is an independent advisory body established in late 1999 by the Australian Government. Its aim is to build an awareness of the Internet and to educate Australian families about safe Internet use. NetAlert's series of fact sheets provides much useful information about the Internet in general and its safe use in particular.

GIBSON RESEARCH CORPORATION

<https://grc.com/x/ne.dll?bh0bkyd2>

<https://grc.com/lt/leaktest.htm>

Gibson Research Corporation provides two very useful free utilities which test the efficiency of your firewall. The first is **ShieldsUp** which attempts to gain access to your computer much as a hacker would. The second, **LeakTest**, tries to send an unauthorised outbound signal from your computer, in the same way that a Trojan horse would. Both utilities give comprehensive reports on the status of your security system.

INTERNET INDUSTRY ASSOCIATION

www.iaa.net.au/familyfriendly.html

The Internet Industry Association provides input to government on policy issues related to the Internet. Australian ISPs displaying the IIA's "Ladybird Seal", have agreed to comply with the IIA codes of practice and are required to provide their users with information about safe usage of the Internet, plus the option of obtaining an approved content filter.

MICROSOFT

www.microsoft.com/security/

Information on how to protect the privacy of your personal information online and how to safeguard your desktop computer, laptop, mobile devices, or small network.

Networking

If you have more than one computer, networking them allows you to share a single Internet connection, share a printer, scanner or other hardware, share files and folders and play multi-computer games.

MICROSOFT

www.microsoft.com/windowsxp/home/evaluation/overviews/connectedhome.asp

www.microsoft.com/hardware/broadbandnetworking/default.aspx

These links to the Microsoft site give an overview of networking basics and information on how to network your computers.

OZCABLEGUY

www.ozcableguy.com

The CableGuy provides advice and tutorials on the setup and configuration of computer networks. Some of the information is quite technical.

Reference

Several sites on the Internet provide explanations of technical terms often used. Some of the best ones are:

www.webopedia.com

www.techweb.com/encyclopedia

whatis.techtarget.com/



Hard-copy references

If you do not have access to the Internet, the publications listed in this section may provide the information you need.

NATIONAL OFFICE FOR THE INFORMATION ECONOMY

The following brochures are available free of charge from NOIE by contacting them on:

Phone: 02 6271 1666

Fax: 02 6271 1800

e-businessguide

An Australian guide to doing business online.

Broadband for Small Business

An easy to understand guide for small businesses that are thinking of connecting with broadband.

Broadband in Regional Australia, Broadband in the Home,

Why Broadband?

Three companion documents to this guide which highlight the costs and benefits of broadband.

Doing Business Online with Government

A guide for suppliers to trade electronically with Commonwealth Government agencies.

Staking Your Claim on the Web

A guide to registering a web address.

Trusting the Internet

A guide to online security for small business.

E-business in Education

A report identifying the use of e-business in education.

Australia's Broadband Connectivity

The Broadband Advisory Group's report to Government, contributing to the Government's strategic review of broadband policy in Australia.

RURAL INDUSTRIES RESEARCH AND DEVELOPMENT CORPORATION

The RIRDC sells the following publications related to computer use and the Internet in regional and rural Australia. All prices include postage and handling. The publications can be ordered on

Phone: (02) 6272 4819

Fax: (02) 6272 5877

The Australian Farmers Guide to the Internet

The RIRDC's best selling guide to helping primary producers untangle the Web.

The Rural and Regional Guide to E-commerce

An introductory guide to e-commerce via the Internet for rural and regional Australians.

Computers on the Farm

Provides detailed information about personal computer use in farming in terms of farm business structure, gender, age, family composition and the work histories of farm managers.

E-Commerce in Rural Areas - Case Studies and Workshops

Raises awareness of the benefits of e-commerce and encourages rural enterprises to consider its adoption.

WEBCENTRAL

The web hosting company, WebCentral, provides the following free booklet. You can contact them on 1800 800 099.

An Introduction to the Internet for Business

Help Lines

The following help lines may also be of assistance.

NETALERT

Freecall 1800 880 176

NetAlert Limited is an independent advisory body established in late 1999 by the Australian Government. Its aim is to build an awareness of the Internet and to educate Australian families about managing their access to the Internet to promote a safer internet experience for young Australians.

INDUSTRY TECH LINK

Freecall 1800 111 485

Industry Techlink is a free national service offering assistance to small and medium enterprises in identifying the technology best suited to their situation and improving their business performance. It was established by Ausindustry in 2003. Industry Techlink gives businesses access to a pool of skilled technology consultants from a wide range of industry backgrounds. The assistance offered can range from over the phone consultations to on site, face to face visits. Enquiries can be made online as well. The freecall phone number operates Monday to Friday from 9am to 4pm.

More Information

ABOUT NOIE

NOIE is the Australian Government agency aimed at helping Australians create a world-class online economy and society through its work developing, overseeing, and coordinating Australian Government policy on e-commerce, online services, broadband and the Internet.

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ABOUT SPAN BROADBAND XCHANGE

Broadband Xchange is a project established by SPAN, the Service Providers Industry Association. It was commenced in 2001 to demonstrate the value of broadband to typical business and consumer audiences and to stimulate the market to reach its full potential. It is funded by industry sponsors Alcatel, Connect, Ericsson, iPrimus, Microsoft, Neighbourhood cable, NEXTEP, Pacific Internet, Powercor, Request, Sensis, Singtel Optus, Southern Cross Cable Network and Telstra.

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DISCLAIMER

This brochure has been prepared by the National Office for the Information Economy (NOIE) and the Service Providers Industry Association (SPAN). While due care has been exercised by NOIE and SPAN to ensure the accuracy and currency of the material contained in this publication, it is recommended that users undertake their own analysis of information and obtain appropriate advice about their own circumstances. In particular, information about specific broadband services (including the nature and availability of services, price etc) should be confirmed with the service provider concerned.

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