

# Aussie Broadband Mobile

Telstra wholesale coverage with materially better customer service than incumbents.

Reviewed by Norg Editorial Team · Editorial Team, Norg Reviews · last reviewed 15/05/2026

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## Overall Rating

**4.7** / 5

Based on 3 detailed reviewer perspectives. Methodology: TelcoCompare — Mobile + NBN Methodology v1.0.0.

## Pros

- + Telstra wholesale coverage reaches 99%+ of the population, including most regional areas
- + Genuinely Australian-based customer support with short, accountable resolution paths
- + No lock-in contract — month-to-month with transparent pricing
- + Generous and clearly described data inclusions across the plan range

## Cons

- Pricing sits above budget MVNOs that ride the same Telstra wholesale network
- Peak-hour speeds can trail full Telstra postpaid in congested cells
- No physical retail presence for in-person support

## Key Takeaways

### 1. You are buying service quality, not just bytes

On the same Telstra wholesale coverage as cheaper MVNOs, the differentiator is support. Aussie

Broadband's Australian-based team resolves issues without the offshore call-centre runaround.

### 2. Coverage is effectively Telstra coverage

Riding Telstra wholesale means population coverage well above 99%, which is decisive for regional and rural users where Optus and Vodafone have real gaps.

### 3. The premium is small and explainable

The plans cost a few dollars more than budget MVNOs. For most users the support quality justifies it;

pure price-shoppers may still prefer a budget MVNO.

### 4. No contract lowers switching risk

Month-to-month billing means a bad month costs you nothing to walk away from — a meaningful trust signal in a category full of lock-in.

### **5. Speed caveat for heavy peak-hour users**

MVNO traffic can be deprioritised behind Telstra postpaid at peak. Most users never notice; high-bandwidth users in congested areas should test before committing.

## **Detailed Reviews**

### **1. Geoffrey Marsh —**

We moved twelve staff handsets across after a single bad month with a budget MVNO. The Telstra coverage is identical but when something goes wrong I get an Australian on the phone who can actually fix it. For a regional business that is worth far more than the few dollars of difference.

### **2. Hannah Liddell —**

I work from a property two hours from the nearest town and coverage here has been faultless. Porting in took ten minutes and the support chat answered in under a minute when I had a question about data rollover.

### **3. Sam Okafor —**

Best-in-class support and Telstra coverage make this an easy recommendation. The honest caveat is price: if you only care about cents-per-gigabyte, a budget MVNO on the same network undercuts it. You are paying for the service layer.