

For immediate release
19 December, 2017

Deck the halls, Netflix stalls: dropouts a regular issue for 1 in 4 streamers

- ➔ Aussies watch YouTube the most, closely followed by Netflix
- ➔ People from New South Wales face the most issues when streaming
- ➔ How to make your Netflix go faster this silly season

19 December 2017, Sydney, Australia – A new survey by finder.com.au, the site that compares virtually everything, finds that streaming dropouts are more common than we think.

The survey of 2,005 respondents finds that just over two thirds (69%) of respondents – equivalent to 13.2 million Aussies – use streaming services such as Netflix and Stan, with many experiencing dropouts.

Of those who stream, 26% regularly encounter issues when watching TV and movies from their home.

Alex Kidman, Tech Expert at finder.com.au, admits there's nothing more frustrating than a Netflix dropout and as more Aussies sign up to online streaming services like Netflix and Stan, we could see the issue become more common.

"Many Aussies are partial to a good Netflix binge over the Christmas break, if not to get their fix of the Christmas favourites like Elf and The Muppets Christmas Carol, at least to get some reprieve from the summer sun."

"But with so many households sitting down for a good streaming session on Boxing Day, dropouts can become an issue."

"Ideally we'd have a seamless streaming experience. That's almost never the case especially during peak times when everyone's trying to get their fix of Stranger Things."

Those from New South Wales encounter the most issues when streaming videos online (28%),

closely followed by Victorians (27%). In comparison, South Australians experience the least amount of dropouts (21%).

Dropouts and unreliable streaming are often a result of poor Internet speeds and congestion.

“When you stream video footage, whether it’s via YouTube, ABC iView or Netflix, you require a constant supply of data. The impact of many people streaming at once causes significant strain on the available resources and so slows down your Internet connection, leading to buffering or dropouts,” Mr Kidman says.

“The rollout of the NBN has drawn the issue of congestion into the spotlight with many Aussies experiencing ongoing issues with speed and reliability.”

“If you constantly have dropouts, [regularly check your Internet speeds](#), record it and let your Internet Service Provider know so that they can hopefully fix the problem.”

“Testing your Internet speeds means you’ll also be able to check whether the NBN speeds you’re receiving are [fast enough to support your Netflix](#) package.”

The survey also shows that a quarter of those that stream (25%) say they never encounter issues.

Streaming services Aussies use the most	
1	YouTube
2	Netflix
3	ABC iView
4	SBS on demand
5	Ten Play
6	Plus7
7	Foxtel Now
8	Nine Now

9

Stan

How to speed up your Netflix this silly season

1) Check your speed

Netflix has [recommendations for the basic speeds](#) you'll need for each package. If you're streaming in HD you need to make sure your current broadband plan is fast enough to handle it.

If you find your speeds are marginally slower than what your streaming service requires it's a good idea to reevaluate your NBN plan and potential upgrade to a higher speed tier.

2) Free up some bandwidth

If you live in a household of streamers and gamers you're likely to have experienced issues with your Netflix binge before. If you can pause all other downloads or disconnect any other devices that aren't in use but might be drawing on your Internet.

3) Use a VPN

When you use the words VPN and Netflix in the same sentence it's become synonymous with illegally streaming content from American Netflix, but you can use a VPN to actually speed up your Internet connection. The reason for regular Netflix or Stan dropouts might be due to an overworked server, by using a VPN you access Australian Netflix through an alternative server. If you still find your speeds slow you can simply turn your VPN off.

4) Check your hardware

Cheap and faulty equipment is often a key cause of slower Internet speeds. Make sure you purchase your devices from a reputable source to avoid it breaking or becoming the cause of your Internet issues in the future. You can do this by checking the Internet connection on different devices in your household, from your phone to your laptop. If you find the speeds consistently slow across all platforms there's probably a bigger issue at hand and you'll want to your modem and/or Internet speeds.

###

We now have a news feed on Twitter! Follow us for the latest updates or drop us a line to say hi:

@finder_news.



Credit
Cards



Loans &
Savings



Insurance



Electricity
& Gas



Shopping
Deals

[Privacy Policy](#) | [About finder.com.au](#) | [Contact Us](#) | [Media Room](#)