
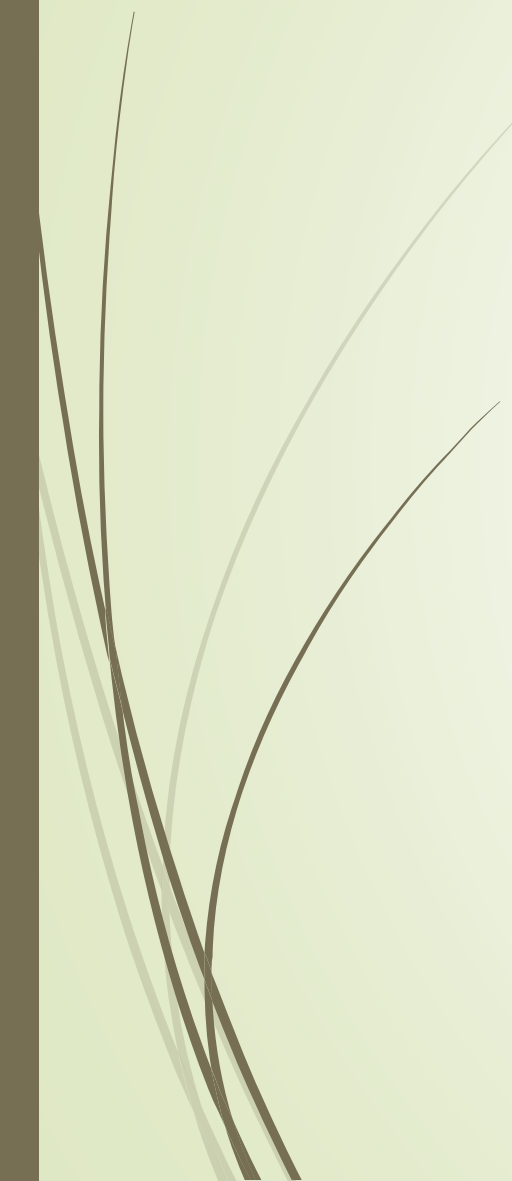






- 
- 
- **Internet Service Provider (ISP)**
  - **Modem/Router / Home Network**
  - **Compatible TV**
  - **Internet Streaming Service Provider**

10101  
001

010



WHOA! CHECK THIS OUT!





***NBN Has Arrived***

***@190 Ironbark Rd***





## **Transmission Tower**

*(Yarrambat)*



## NBN Receiver Antenna





SPEEDTEST

PING

28

ms

DOWNLOAD

23.7

Mbps



JITTER

2

ms

UPLOAD

4.7

Mbps



COPY LINK



Telstra




Telstra  
Melbourne




## NBN Speed Test

NBN Fixed Wireless  
Approximately  
10 times faster  
than ADSL2.





Netflix, which began 4K streams in 2014, recommends a steady internet connection of 25Mbps or higher along with a 60Hz TV or compatible computer monitor. Amazon recommends a minimum 15Mbps.





Compatible TV

TV's  
What's to come!



## Size matters

**Denis Gallagher** grabs the popcorn and sits back to find the best TV for your next movie or sporting blockbuster



### NEED TO KNOW

0 For TVs, bigger can be better, but biggest is not always best.  
0 Ultra High Definition (UHD, or 4K) is here – are you ready?

**A**s we head into the busiest time of the year for Australian sport with footy finals upon us and cricket around the corner, many will be tempted to upgrade their 'tiny' TV to one of the latest big-screen models. While most people want the largest TV display possible, it may surprise you to know that it's possible to get a TV that is too big.

Video resolution, the size of your room, and how far you generally like to sit from the screen will help determine what size TV you should get.

Many of the TVs we test deliver good performance when displaying high definition (HD) video, which is the video quality

you'll find on Blu-ray movies; streaming services such as Netflix, Stan and catch-up TV on Freeview Plus; and on TV shows broadcast on the main HD channels. You'll also get HD on most sporting channels and movies if you choose the upgraded package on Foxtel. You could even be getting some content in the higher-resolution ultra high definition (UHD, or 4K), with Foxtel keen to keep its sport-hungry subscriber base happy by announcing that the upcoming Australian cricket tour as well as some other sporting events will be delivered in 4K.

Unfortunately, TV broadcasts aren't always shown in HD, with dozens of free-to-air channels still showing in standard definition (SD). So if you like watching

shows on channels such as 7Mate, 9Life, 11or ABC Kids you should consider the SD performance results found in the table as part of your buying decision.

### HD vs SD

Watching HD video (1920 x 1080 pixels) on a 55-inch (140cm) TV will be fine at a viewing distance of just over two metres. If you need to sit closer (e.g. 1.5 metres from the screen), you're better off with a smaller set to avoid seeing the pixels (dots) that make up the screen.

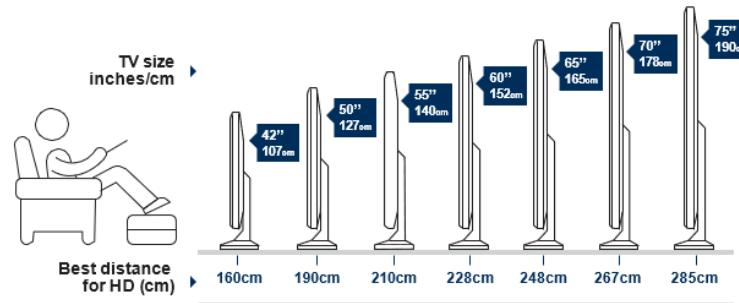
In general, you need to sit further away from a bigger TV, but this is especially the case if you want the best results from low-resolution SD video, such as a DVD movies or old TV reruns.

**In general, you need to sit further away from a bigger TV**



### What size TV should I buy?

How good your eyesight is plays a part, but the illustrations at right and below give a general guide to choosing the best TV for your room.



### Ultra-high definition (UHD aka 4K)

The introduction of 4K (also called ultra high definition or UHD) video with much higher resolution than SD and HD means you can have a large TV in a small room and sit closer to the screen before seeing the individual pixels. But which TV is the right size to enjoy 4K as well as HD and the ordinary SD video which many of us still watch?

Resolution in 4K is 3840 x 2160 pixels, which packs 8.3 million pixels into a screen. That's four times more pixels than in a full HD television and 20 times that of SD video. If you're looking to buy a new TV, you can assume that it will support 4K (UHD) unless it is extremely cheap or measures less than 40-inches. All the models shown in the tables can deliver 4K (UHD) video resolution.

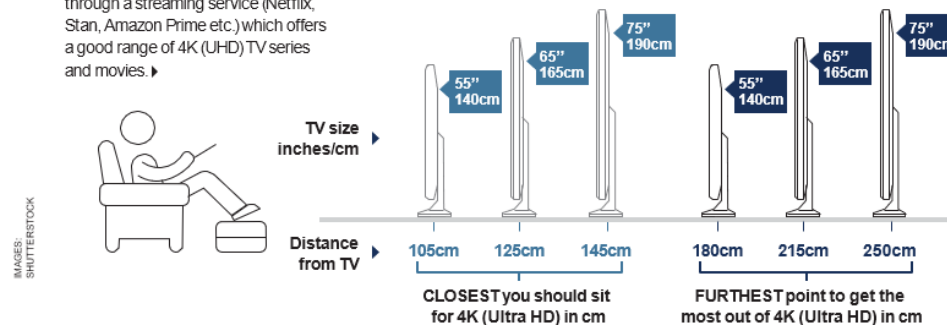
The full benefit of 4K isn't really apparent until you watch a TV with a display larger than 50 inches. You also need to watch 4K content, which you can get on disc, via digital download or through a streaming service (Netflix, Stan, Amazon Prime etc.) which offers a good range of 4K (UHD) TV series and movies. ▶

### YOUR BLU-RAY PLAYER MAY NOT BE ENOUGH FOR 4K

You have your brand new 4K (UHD) TV and can't wait to enjoy your first blockbuster movie in all its ultra high definition glory. But before you rush out and buy the disc, make sure you have the player that can deliver the goods. A 4K UHD player is different to a standard Blu-ray player. While almost all Blu-ray players can play DVD and even CDs, you'll most likely find that the 4K disc you bought will require a new player if you want to watch in UHD.

When shopping for a 4K (UHD) player, make sure it doesn't just upscale a video to 4K: this is not a 4K player. Look for statements on the box that specify it's a 4K ultra HD Blu-ray player. If you see a statement like 'Blu-ray Disc player with 4K upscaling' you can be sure that it won't play 4K movie discs in UHD.

If your household has a Microsoft Xbox One X or S, you already have a 4K (UHD) player that can play 4K HDR video on Blu-ray disc. Unfortunately, Sony's console (PS4 Pro) can only stream 4K video and can't play 4K movie discs.



### RECOMMENDED TVs

We haven't had a chance to test all the large-screen TVs available in the market (a full update will be published in our December/January wrap-up for the year). But there's no doubt that the video quality remains high, the sound overall is improving and the value has never been better.

TVs are all about image quality, regardless of how smart they are or how easy they are to use. We recommend TVs that score at least 70% overall as long as they also score 70% or more for high-definition and standard-definition picture quality. You should be happy to watch any of the models earning a recommended tick, and if you can find one of the recommended 2017 models for a good price, buy it.

### Smarter TVs

Smart TVs have been around for a couple of years, providing easy access to subscription-streaming video services like Netflix and free-to-air catch-up channels like iView and SBS On Demand.

However, some of the latest TVs can interact with Amazon Alexa or Google voice assistants to turn on your air conditioner, talk to your fridge and order more milk, and turn off the lights when you go to bed. But the most important thing about a TV remains the quality of the picture, and that's what we test to find the best option for your living room.



### LARGE-SCREEN TVs (Over 55-inch/ 140cm)

This is the size that really blows you away when you walk into the home entertainment retailer, with a larger-than-life picture that makes you feel like you're in the middle of the action. But before you slam down your credit card for that 75-inch monster TV, try to visualise how it will look in your home and make sure you have enough space to accommodate it.

### BIG SCREEN, BIG VALUE

**83%**  
**Sony KD-65X8500F**







This big-screen model may not be as fully featured as some premium OLED (LG, Panasonic, Sony) or QLED (Samsung) TVs but it performed very well when showing a range of video content from free-to-air TV through to 4K video.

Not only were we very happy with the HD and SD video quality for this TV, we also think it's a bargain when you consider some of the other similar options cost several thousand dollars. The Android operating system can be both a boon for those wanting to explore all the smart TV options with Chromecast built in but it can be a little slow for general menu operation compared to alternatives offered by other brands.

The sound was only OK compared to the other top performing TVs, so you may want to consider a good soundbar to round out the system.

**Others to consider:** There are a range of recommended performers from LG, Samsung and Sony and one Hisense model. Keep an eye out for some of last year's models that performed well, including the **Sony KD-65X7000E**, **Sony KD-65A1**, **Samsung UA65MU8000** and **Samsung QA65Q8CAM** – you should be able to negotiate a better price.



Name	Service type	4K/UHD?	Simultaneous streams	Free trial?	Price		Name	Service type	4K/UHD?	Simultaneous streams	Free trial?	Price	
Amazon Prime Video	 On-demand streaming	Yes	3	30 days	\$6.99/month	<a href="#">Go to site</a> <a href="#">View details</a> ▾	NETFLIX	On-demand streaming	No	2	1 month	\$13.99	<a href="#">See offers</a> <a href="#">View details</a> ▾
<input type="checkbox"/> Compare							<input type="checkbox"/> Compare						
hayu Standard	 On-demand streaming	No	1	30 days	\$6.99 per month	<a href="#">See offers</a> <a href="#">View details</a> ▾	Stan.	On-demand streaming	No	3	30-day	\$12.00 per month	<a href="#">View details</a> ▾
<input type="checkbox"/> Compare							<input type="checkbox"/> Compare						
Stan Basic	 On-demand streaming	No	1	Yes	\$10.00 per month	<a href="#">View details</a> ▾	Stan.	On-demand streaming	Yes	4	30-day	\$15.00 per month	<a href="#">View details</a> ▾
<input type="checkbox"/> Compare							<input type="checkbox"/> Compare						
Netflix Basic	 On-demand streaming	No	1	1 month	\$9.99	<a href="#">See offers</a> <a href="#">View details</a> ▾	NETFLIX	On-demand streaming	Yes	4	1 month	\$17.99	<a href="#">See offers</a> <a href="#">View details</a> ▾
<input type="checkbox"/> Compare							<input type="checkbox"/> Compare						

## TV Streaming Service Providers



TV streaming services rapidly evolving in Australia and the world

# Foxtel to launch 4K channel in preparation for cricket

By **Jennifer Duke**

14 August 2018 — 6:30pm



A

A

A



[Leave a comment](#)

Cricket fans will be able to watch the Australian team going head-to-head with South Africa in ultra-high definition on a new channel on News Corp's Foxtel, chief executive Patrick Delany revealed on Tuesday ahead of the October launch of 4K on the pay-TV platform.

A new set top television box, iQ4, has been released to allow subscribers with 4K-compatible televisions to access the new Channel 444. When the channel is launched, it will air documentaries, concerts and selected movie titles ahead of the cricket on November 4.

# foxtel



Upgrade to iQ4 today.

# Facebook Watch launches in Australia, goes hunting for a bit more of your time



Share on Facebook



Share on Twitter



ABC Science

By technology reporter [Ariel Bogle](#)

Posted Thursday at 04:47



Facebook rolled out its video play Watch globally today. (Getty Images: JOSH EDELSON/AFP)

Facebook wants to eat just a little more of the internet, launching its video section Watch globally today.



# Facebook Watch launches in Australia, goes hunting for a bit more of your time

Share on Facebook

Share on Twitter

ABC Science By technology reporter Ariel Bogle

Posted Thursday at 04:47



Facebook rolled out its video play Watch globally today. (Getty Images: JOSH EDELSON/AFP)

Facebook wants to eat just a little more of the internet, launching its video section Watch globally today.

“Facebook is the clear market leader in Australia when it comes to social media, with around 17 million Australians visiting its website in an average four weeks and the new Facebook Watch service, which has this week made its Australian (and worldwide outside US) debut, is positioned to tackle premier rival YouTube head-on,” Levine says.

# How much data will Netflix use?

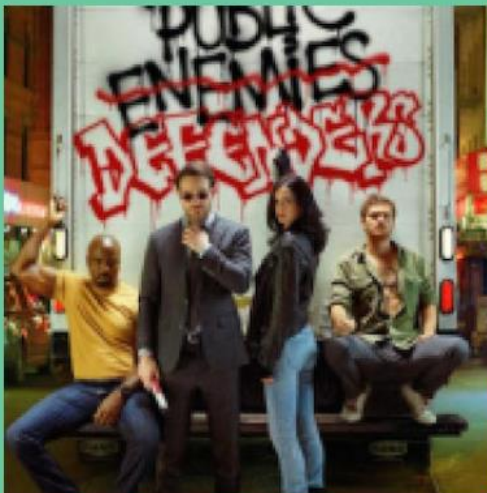
This depends on what quality you're streaming Netflix at. Usage varies depending on whether you're streaming in SD, HD or 4K. Below is a guide to how much data Netflix will consume at each quality grade:



**Low quality: 300MB/hour**  
Est. monthly usage: 12GB/month

Recommended data: 50GB/month

[Compare plans](#)



**Standard definition (SD): 700MB/hour**  
Est. monthly usage: 28GB/month

Est. monthly usage: 28GB/month

Recommended data:  
100GB/month

[Compare plans](#)



**High definition (HD): 3GB/hour**  
Est. monthly usage: 120GB/month

Recommended data:  
500GB/month

[Compare plans](#)



**Ultra HD (UHD): 7GB/hour**  
Est. monthly usage: 280GB/month

Recommended data:  
Unlimited/month

[Compare plans](#)



## Apple TV 4K

Apple TV 4K beefs up Apple's streaming device with support for 4K resolutions and HDR lighting.



## Apple TV

The 4th Generation Apple TV combines Siri control with streaming platforms and downloadable games for a compact streaming device.



## Chromecast 2

Google's second generation streaming dongle brings the power of streaming apps to the big screen, without blowing the budget.



## Telstra TV

Telstra's rebranded Roku box offers access to a comprehensive suite of Aussie streaming services and catch-up TV.



## Fetch TV Mini

The miniature Fetch TV box offers access to streaming services such as Netflix and digital sports offerings such as the EPL.



## Chromecast Ultra

Streaming 4K content on your Ultra HD TV has become much simpler with the launch of the Chromecast Ultra.



## Fetch TV Mighty

Fetch TV's premium set-top box offers pay TV channels through the Internet plus access to streaming services and digital movie rentals.



**Some popular Streaming Devices**





For a good source to get you  
started with  
**TV Internet Streaming** try this link

[Internet Streaming](#)

## GOOD TO KNOW

**HDR (high dynamic range)** boosts contrast between the whitest and the blackest elements. The content has to be prepared correctly for HDR to be truly effective so it may take some time before you can expect to see this feature on more than a handful of new movie releases or reissues. The salesperson will throw a bunch of terms such as Dolby Vision, HGL and HDR10+ at you and insist that your TV needs to support one or all of them but for the most part, the general support for

HDR10 should get you all you need to enjoy your TV and your 4K (UHD) movie for some time to come.

**Headphones** are good for anyone with hearing problems or who just don't want to disturb others when watching something with a loud soundtrack.

**Bluetooth** makes it easier to connect some tablets and smartphones to view online video on the big screen.

**Electronic program guides (EPG)** or onscreen program guides should be easy to navigate and read. Ideally, you can see what's playing on the current



channel when the guide is on the screen. Freeview Plus is a little more sophisticated and can also connect you with catch-up services from the free-to-air networks such as iView or SBS On Demand. ▶

LARGE TVS (OVER 55-INCH/OVER 140CM)		COSTS		PERFORMANCE										SPECIFICATIONS														
Recommended		Price (\$)	Annual running cost (\$)	Overall score (%)	HD picture quality score (%)	SD picture quality score (%)	User interface score (%)	Remote score (%)	Sound quality score (%)	Energy score (%)	EPG score (%)	Smart TV score (%)	4K (UHD) score (%)	Display type	Screen size (cm)	Screen size (inches)	Component inputs	HDMI ports	USB 3.0	Headphone connection	Bluetooth	Speech emphasiser	Voice recognition	Closed captions stay when changing channel	Point-click style remote	Netflix button on remote	Weight (kg)	Year released
/	Sony KD-65X8500F	3499	127	83	84	86	92	70	65	77	90	90	90	LCD	163	64	/	4	/	/	/	/	/	/	/	/	27	2018
/	LG 65SK9500PTA	4999	130	81	75	75	93	74	90	76	100	98	90	LCD	164	65	/	4	/	/	/	/	/	/	/	/	29	2018
/	LG 65SK3000PTA	4199	124	80	76	76	93	74	60	77	100	98	80	LCD	164	65	/	4	/	/	/	/	/	/	/	/	26	2018
/	Samsung UA65NU8500	3699	130	79	77	71	97	56	70	76	100	98	80	LCD	163	64	/	4	/	/	/	/	/	/	/	/	26	2018
/	Sony KD-65A1	7499	171	80	80	74	84	70	95	70	80	92	85	OLED	164	65	/	4	/	/	/	/	/	/	/	/	36	2017
/	Hisense 65P8	3699	124	79	84	78	63	74	50	78	90	93	85	LCD	165	65	/	4	/	/	/	/	/	/	/	/	24	2018
/	Samsung QA65Q8CAM	5899	168	79	83	70	88	67	80	70	75	95	70	LCD	163	64	/	4	/	/	/	/	/	/	/	/	30	2017
/	Samsung QA65Q9FAM	7699	236	78	81	68	88	67	80	62	75	97	85	LCD	164	65	/	4	/	/	/	/	/	/	/	/	30	2017
/	Samsung UA65MU8000	3506	130	78	79	74	85	56	85	76	75	98	75	LCD	164	65	/	4	/	/	/	/	/	/	/	/	26	2017
/	Panasonic TH75FX780A	5499	145	77	68	71	95	80	60	80	90	97	90	LCD	189	74	/	4	/	/	/	/	/	/	/	/	63	2018
/	LG 70UK6540PTA	3299	177	76	66	67	92	74	80	73	100	98	85	LCD	178	70	/	4	/	/	/	/	/	/	/	/	35	2018
/	Sony KD-65X7000E	2799	112	75	71	73	85	70	70	80	80	88	85	LCD	164	65	/	3	/	/	/	/	/	/	/	/	22	2017
/	Samsung QA65Q9FNA	6299	236	73	73	59	90	56	85	62	75	98	85	LCD	163	64	/	4	/	/	/	/	/	/	/	/	31	2018
/	Samsung UA65NU1100W	2699	130	69	56	56	92	80	60	76	80	98	75	LCD	165	65	/	3	/	/	/	/	/	/	/	/	26	2018
/	TCL 65C2US	1499	125	68	64	51	83	76	80	77	80	74	nt	LCD	165	65	/	3	/	/	/	/	/	/	/	/	24	2018
/	Bauhn ATV58UHDC	799	149	59	45	47	83	76	60	68	40	94	nt	LCD	147	58	/	4	/	/	/	/	/	/	/	/	18	2017
/	ChiQ U70G8	2199	178	47	25	37	80	77	30	72	50	75	nt	LCD	177	70	/	3	/	/	/	/	/	/	/	/	28	2018

**TABLE NOTES** Recommended We recommend TVs that score at least 70% overall along with 70% or more for HD and SD picture quality. Price Recommended retail as at August 2018. Significant savings can be had when shopping around for a large-screen TV, particularly for models released in 2017 or even earlier this year. Annual running cost is based on 10 hours running and 14 hours on standby per day at \$0.30 per kWh. Overall score is made up of high-definition (35%) and standard-definition (20%) picture quality, smart TV (10%), user interface (10%), remote control (10%), EPG (5%), sound quality (5%) and energy use (5%). nt Not tested.

### MEDIUM-SCREEN TVs (55-inch/ 138–140cm)

This is the current default size for most people's loungerooms and delivers the best all-round performance for most people watching everything from free-to-air TV shows all the way up to the highest quality 4K (UHD) Blu-ray movies.

#### THE OLED FACTOR

87%

LG OLED55C8PTA



An OLED TV has the ability to deliver individual pixels that contain both the picture detail as well as the luminance. The **LG OLED55C8PTA** and **OLED55E8PTA** are perfect examples of what OLED can deliver with very good HD and SD performance and excellent 4K video performance. HDR support not only delivers a great overall picture but also shows more detail in darker areas of a scene. The remote control is easy to use with buttons or a mouse-like point

86%

LG OLED55E8PTA



and click selection, and the Netflix button lets you shift from free-to-air TV to online streaming quickly and easily.

**Others to consider:** The **Panasonic TH-55FZ1000U** and **Sony KD-55A8F** also deliver the goods using an LG OLED screen but bring their own processing power and look and feel. The **LG 55SK8500PTA** is not an OLED TV but scored very well for HD, SD and 4K video and is also reasonably priced.



### Soundbars – getting your TV to sound as good as it looks

A **soundbar** is basically a box containing several speakers designed to sit just below your TV screen and give your home movie experience a real audio kick. A **soundbase** or **playbase** sits under your TV and often integrates a subwoofer making it even more compact and giving your audio more punch. However, some of the more modern TV stands have splayed legs that may not sit on a soundbase without toppling. You could place it in a shelf underneath the TV, but you won't get the best audio position if the soundbase is placed too far below your ear level.

Setting up a soundbar is quite straightforward, but make sure you have enough space in front of or below your TV screen (they're usually less than 15cm tall). If you use a subwoofer, make sure the cable's long enough to position it for best effect. Many models use wireless connections, so you can place them anywhere in the room.

Video switching lets you pass the video signal through the soundbar to your TV. This is only available on soundbars with HDMI connections, and reduces the number of wires to two: one from the DVD player to the soundbar and one from the soundbar to the TV. If you connect the soundbar to the TV using a digital audio connection, anything playing on the TV will send the audio through the soundbar. Some soundbars use technology to mimic the effect of having surround-sound speakers which is a big improvement on the audio of most TVs.



Sonos  
Playbase



### How we test

Our testers rate each model for picture quality (standard definition and high definition) and sound quality, with a viewing panel looking at DVD, Blu-ray and live TV footage.

We've recently started assessing 4K picture quality and we include the results in the table, but we won't incorporate these into the overall score until 4K video becomes more widely available.

We also assess ease of use, including any smart TV features and navigation around the menus and program guide using the remote control, and we calculate energy to estimate an annual running cost. ■

MEDIUM-SIZE TVS (55-INCH/138-140CM)		COSTS		PERFORMANCE										SPECIFICATIONS														
Recommended		Price (\$)	Annual running cost (\$)	Overall score (%)	HD picture quality score (%)	SD picture quality score (%)	User interface score (%)	Remote score (%)	Sound quality score (%)	Energy score (%)	EPG score (%)	Smart TV score (%)	4K (UHD) score (%)	Display type	Screen size (cm)	Screen size (inches)	Component inputs	HDMI ports	USB 3.0	Headphone connection	Bluetooth	Speech enhancer	Voice recognition	Closed captions stay when changing channel	Point-click style remote	Netflix button on remote	Weight (kg)	Year released
/	LG OLED55C8PTA	4099	122	87	87	86	93	74	80	70	100	98	95	OLED	139	55	/	4	/	/	/	/	/	/	/	/	19	2018
/	LG OLED55E8PTA	4999	122	86	85	84	93	74	90	70	100	98	95	OLED	139	55	/	4	/	/	/	/	/	/	/	/	24	2018
/	LG 55SK8500PTA	3099	93	86	86	82	93	74	80	77	100	98	85	LCD	139	55	/	4	/	/	/	/	/	/	/	/	19	2018
/	Panasonic TH-55FZ1000U	4499	132	82	80	76	98	74	85	69	90	93	85	OLED	139	55	/	4	/	/	/	/	/	/	/	/	29	2018
/	Sony KD-55A8F	3495	166	82	82	79	92	73	85	63	90	90	85	OLED	139	55	/	4	/	/	/	/	/	/	/	/	22	2018
/	Samsung UA55MU7000	2499	122	79	81	72	92	56	80	71	90	98	90	LCD	140	55	/	4	/	/	/	/	/	/	/	/	18	2017
	Samsung UA55MU8000	2699	122	79	87	61	92	56	80	71	90	98	85	LCD	140	55	/	4	/	/	/	/	/	/	/	/	18	2017
/	Samsung QA55Q7FNA	3199	149	77	75	70	92	56	90	66	90	98	85	LCD	139	55	/	4	/	/	/	/	/	/	/	/	21	2018
	Samsung UA55MU9000	2870	122	77	79	69	85	56	85	71	75	98	80	LCD	140	55	/	4	/	/	/	/	/	/	/	/	20	2017
/	Samsung UA55NU8500	2599	109	77	71	76	92	56	90	73	90	98	90	LCD	139	55	/	4	/	/	/	/	/	/	/	/	20	2018
/	Sony KD-55X7500F	1899	123	77	74	75	92	70	55	70	90	90	90	LCD	138	54	/	4	/	/	/	/	/	/	/	/	17	2018
	Panasonic TH-55FX700A	2049	96	76	63	73	95	79	75	76	90	97	85	LCD	139	55	/	3	/	/	/	/	/	/	/	/	19	2018
/	Sony KD55X9000F	2490	161	76	74	77	83	70	70	64	80	87	90	LCD	139	55	/	4	/	/	/	/	/	/	/	/	19	2018
/	Sony KD-55X9300E	2999	153	76	77	73	75	70	70	65	80	87	80	LCD	139	55	/	4	/	/	/	/	/	/	/	/	33	2017
/	Hisense 55P7	1999	113	75	79	75	60	74	40	72	90	93	80	LCD	139	55	/	4	/	/	/	/	/	/	/	/	19	2018
	TCL 55C6US	1699	95	75	69	70	85	76	75	77	80	91	90	LCD	140	55	/	3	/	/	/	/	/	/	/	/	21	2018
	Samsung UA55LS003	2799	114	74	75	54	92	56	80	72	90	98	80	LCD	138	54	/	4	/	/	/	/	/	/	/	/	19	2017
	Samsung UA55NU8000	2199	109	74	74	62	90	56	70	73	75	98	85	LCD	140	55	/	4	/	/	/	/	/	/	/	/	19	2018
	Samsung QA55Q8FNA	3499	171	73	68	62	92	56	95	63	90	98	85	LCD	139	55	/	4	/	/	/	/	/	/	/	/	20	2018
	Samsung UA55MU6100	2199	122	73	70	61	92	56	80	71	90	98	85	LCD	140	55	/	3	/	/	/	/	/	/	/	/	17	2017
	LG 55UK7550PTA	1799	89	72	63	55	93	74	70	78	100	98	75	LCD	139	55	/	4	/	/	/	/	/	/	/	/	18	2018
	Sony KD-55X7000E	1999	89	69	60	58	90	70	65	77	80	89	80	LCD	138	54	/	3	/	/	/	/	/	/	/	/	19	2017
	ChiQ U55G6	999	114	65	59	62	70	77	40	72	50	89	75	LCD	140	55	/	3	/	/	/	/	/	/	/	/	14	2018
	Hitachi UZ557200	1999	125	52	42	34	63	66	65	70	80	68	nt	LCD	140	55	/	3	/	/	/	/	/	/	/	/	20	2017
	Toshiba 55U7750A	1699	119	52	42	46	68	77	50	71	30	64	75	LCD	140	55	/	3	/	/	/	/	/	/	/	/	16	2017

**TABLE NOTES** Recommended We recommend TVs that score at least 70% overall along with 70% or more for HD and SD picture quality. Price Recommended retail as at August 2018. Significant savings can be had when shopping around for a large screen TV, particularly for models released in 2017 or even earlier this year. Annual running cost is based on 10 hours running and 14 hours on standby per day at \$0.30 per kWh. Overall score is made up of high-definition (35%) and standard-definition (20%) picture quality, smart TV (10%), user interface (10%), remote control (10%), EPG (5%), sound quality (5%) and energy use (5%). nt Not Tested.



## Finding your next TV

Want to know which is Australia's top TV brand for performance reliability and customer satisfaction?

**Denis Gallagher** has the answer

**A**t the start of each year, we request the latest info from manufacturers on the TVs they'll have in store and online over the year. This helps us decide which models to test first based on their release schedule. Experience has shown us that most of the new TVs arrive from April through to July – more than 120 new models are released in that period. It takes us the rest of the year to look at as many TVs as possible.

While we end up covering more than 90% of the market, it takes several months of testing to find out which are the models worth getting and which should be avoided.

But what if you can't wait for our TV test results?

We've created a recommendation for the 'Best Brand TV' – this will help you choose a television from a brand that's performed well overall in our labs over

the past year, but that's also well-regarded by our members for customer satisfaction and reliability.

### How do we work out the Best Brand?

**BEST BRAND SCORE**  
The Best Brand TV is based on our test results for TVs tested over the past 12 months and how many recommendations each brand earns, as well as customer satisfaction and reliability information submitted by our members based on their experience with the brand.

We calculate the Best Brand recommendation as follows:

- Average test score: 40%
- Brand reliability: 30%
- Customer satisfaction: 20%
- Recommended ratio: 10%

### NEED TO KNOW

0 TVs in most Australian lounge rooms are large, and getting larger.

0 The best TV brand should assure you of satisfaction in the product, good performance and reliability.

This gives you an idea not only of which TV brand is currently making great products but which has a good track record.

**We end up testing 90% of the market but it takes several months**

### AVERAGE TEST SCORE

This is an average of the scores for all models tested in our labs for each brand over the last year. Our testers rate each model for picture quality (SD, or standard definition and HD, or high definition), with a viewing panel looking at DVD, Blu-ray and live TV footage. We assess ease of use, including any smart TV features and navigating the menus and program guide using the remote control. We

also assess sound quality and work out annual energy costs.

**MODELS SELECTED**

This is the number of models we tested from each brand in the last twelve months. We also tested TVs from brands such as Soniq, Aldi (Bahn), TCL, Chiq and Kogan but there weren't enough responses by our members to provide satisfaction or reliability scores.

**RECOMMENDED MODELS**

This is the number of models that earned a test score of at least 70% overall and 70% or more for SD and HD video in our viewing panel test.

**BRAND RELIABILITY**

The brand reliability score comes from our 2018 survey of 6819 members who had bought a TV between 2013 and 2017. The score is based on the proportion of respondents who reported a problem with their TV in the last 12 months.

**CUSTOMER SATISFACTION**

Our survey also asks how satisfied members are with their TV. So even if a TV has a fault after six months, it's still possible for the brand to have a high satisfaction score – perhaps the company has customer service that goes beyond expectations, or the product is simply too good, despite performance quirks.

**RECOMMENDED RATIO**

This score is based on the number of models that earn a recommended score compared to the total number of TVs tested. Sony had the most recommended TVs over the past year which indicates a good overall performance across the models when watching SD video (DVD and many free-to-air channels) and HD video (Blu-ray and the HD channels on free-to-air). However, the lower overall scores indicate that there were fewer stand-out Sony models compared to LG, Panasonic and Samsung. ■

IMAGE: SHUTTERSTOCK

**BEST BRAND TV**



**LG – Best Brand TV (82%)**

LG is the best TV brand for the past 12 months. LG televisions have performed well in our labs in the past year, and have very satisfied owners according to our brand reliability survey.

**OTHER BRANDS**

Samsung was the most tested brand in the last twelve months with good performance overall in the TV lab tests. Sony's average test score is slightly lower than Samsung's or Panasonic's, however their models proved to be consistently good with more TVs that score at least 70% for both SD and HD video than any other brand. Hisense has been a big improver over the last couple of years with several good quality, good value models.

**BEST BRAND TV**

Brand	Best brand score (%)	Average test score (%)	Models tested	Recommended models	Reliability score (%)	Satisfaction score (%)	Recommended ratio score (%)
LG	82	80	21	12	89	87	57
Panasonic	80	76	12	6	91	87	50
Sony	80	75	19	13	86	86	68
Samsung	76	76	22	7	84	86	32
Hisense	75	74	7	4	76	82	57



