Key Facts Sheet: NBN Services — Residential

This Key Facts Sheet helps you compare Pennytel's residential NBN plans and choose a speed tier that suits how you use the internet at home.

It is a summary only. The full details of your chosen plan are set out in the relevant **Critical Information Summary**, and the service is supplied under Pennytel's applicable **Customer Terms**.

1. NBN speed tiers and typical busy period speeds

The table below shows the residential NBN speed tiers Pennytel may offer and the **typical busy period download speed** for each tier.

The **typical busy period** is between **7pm and 11pm**, when residential internet use is usually highest.

Speed Tier (Down/Up Mbps)	**Typical Evening Download**	**Suggested Users**	**Use Cases Supported**
12/1	12 Mbps	1 - 2	Email, browsing, social media
25/10	25 Mbps	1 - 2	Email, browsing, HD video streaming, online gaming
50/20	50 Mbps	1 - 3	All of the above + large file downloads
100/20	100 Mbps	1 - 9	All of the above + UHD/4K video streaming
100/40	100 Mbps	1 - 9	Same as 100/20 with faster upload
250/100	239 Mbps	1 - 10	All household needs, multi-user UHD/4K + cloud uploads
500/50	500 Mbps	10+	Heavy multi-user households / power users
500/200	491 Mbps	10+	Heavy multi-user households / power users with upload
750/50	750 Mbps	10+	Heavy multi-user households / power users
1000/100	890 Mbps	10+	Top-tier residential, multi-user 4K + bulk transfers
1000/400	TBA	10+	Top-tier residential, multi-user 4K + bulk transfers, faster uploads

Important notes about the speeds shown

- The speed tier describes the maximum wholesale speed of the plan, which may be available during off-peak periods.
- The typical busy period download speed is the download speed customers can typically expect between 7pm and 11pm.
- Typical busy period download speeds are a measure of network speed to customer premises. They are not a measure of the speed you will always experience on every device or over Wi-Fi inside your home.
- Not every speed tier is available at every address or on every NBN access technology.

2. Availability and NBN access technology

Pennytel's residential NBN plans are available only where the relevant NBN service can be supplied to your address.

Availability depends on:

- the NBN technology available at your premises;
- whether that technology supports the selected speed tier; and
- any other service qualification checks completed during sign-up.

This Key Facts Sheet applies to residential NBN fixed-line technologies, including:

- Fibre to the Premises (FTTP);
- Fibre to the Curb (FTTC);
- Hybrid Fibre Coaxial (HFC);
- Fibre to the Building (FTTB); and
- Fibre to the Node (FTTN).

For **Fixed Wireless** plans, refer to Pennytel's separate Fixed Wireless Key Facts Sheet.

3. What can affect your speed

The speed you actually experience may be affected by factors including:

- the NBN access technology available at your premises;
- the technical capability of the line into your premises, particularly for FTTN, FTTB and FTTC services;
- your modem or router;
- the quality and age of in-home wiring;
- Wi-Fi signal strength and interference;
- the distance between your router and your devices;
- the number of devices using the connection at the same time;
- the capability of your devices; and
- the source and destination of the content you are accessing.

Ways to improve in-home performance

You may improve your in-home internet experience by:

- using a modern, compatible modem/router;
- placing your router in a central position;
- using an Ethernet cable for devices that need the most stable speeds;
- reducing Wi-Fi interference; and
- checking that older devices are not limiting performance.

4. If your connection cannot support the speed tier

For **FTTN, FTTB and FTTC** connections, Pennytel may test whether the physical telecommunications network infrastructure underlying your connection can support the speed tier of your plan.

If your connection cannot provide the speed tier of your plan and this cannot be fixed, you may move to a lower-speed plan; or exit your plan without charge.

5. Power outages and emergency calls

Your NBN internet service requires power to operate.

If there is a power outage, or if your modem, router or relevant NBN equipment is not working, your NBN service may not operate.

If you use a **phone service delivered over the NBN**, that phone service may also not work during a power outage, including for calls to **Triple Zero (000)**.

You should maintain an alternative way to contact emergency services, such as a charged mobile phone.

6. Medical and security alarms

Before moving to an NBN service, check whether any medical alarm, security alarm, monitored alarm, lift phone, fire indicator panel or other safety-critical device at your premises is compatible with an NBN-based service.

You should contact the provider of that device or service to confirm:

- whether it will work over the NBN;
- whether it needs to be reconfigured or replaced; and
- what alternative arrangements are available if it is not compatible.

7. Keeping your phone number

If you are moving an existing phone service to a phone service delivered over the NBN, ask Pennytel whether you can keep your existing phone number.

Whether a number can be retained depends on the type of number, the service being transferred and applicable number transfer arrangements.