

Key Facts Sheet: nbn[®] Service

Important things to know.

NBN Plan	12/1	25/10	50/20	100/20	100/40	250/25	1000/50
people online at the same time on multiple devices	1-2 people	1-2 people	4-6 people	5-6 people	7+ people	7+ people	7+ people
Typical evening download speeds (7pm-11pm)	11Mbps	24Mbps	49Mbps	98Mbps	98Mbps	246Mbps	600Mbps
Typical evening upload speeds (7pm-11pm)	0.83Mbps	8Mbps	16Mbps	16Mbps	36Mbps	20Mbps	41Mbps
Emails, web browsing, Social Media	✓	✓	✓	✓	✓	✓	✓
Stream HD Video	x	✓	✓	✓	✓	✓	✓
Streaming UHD Online	x	x	✓	✓	✓	✓	✓
Online Gaming	x	✓	✓	✓	✓	✓	✓
Download and Upload files	x	✓	✓	✓	✓	✓	✓
Download and upload large files	x	x	x	✓	✓	✓	✓

* Typical evening speed measures network speed to customer premises, it is not a measure of customers received in premises speed and based on results from Measuring Broadband Australia as is the number of people & devices online at the same time. Tier speeds are the maximum possible download speeds available during off-peak periods. Not all customers may receive these speeds at all times.

Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) speed test results and your options.

Your nbn service can never go faster than the maximum attainable speed available at your premises. If you are connecting to the nbn for the first time, we'll check your maximum attainable speed when your service is working. If your line can't support the speed tier you're on, we'll send you an email with your speed results and the option to:

- remain on your current plan;
 - move to a lower priced plan (if one is available) and receive a proportionate refund to reflect the period you didn't receive the full benefit of your plan;
- or
- cancel your plan at no cost and receive a proportionate refund to reflect the period you didn't receive the full benefit of your plan.

Some factors impacting speed or performance

- Your equipment and applications being used
- Where your modem is located
- Wifi interference from electrical goods or neighbours
- Wi-Fi is less reliable than an Ethernet cable;
- in-premises wiring
- the website you're visiting and their servers;
- network capacity and network traffic;
- the nbn technology type at your premises;

Setting up your modem in a central spot, away from your electrical appliances, can help. Wi-Fi boosters can also help.

nbn service and power outages

your nbn service will not work during a power outage. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. If your premises has, or requires, critical safety devices such as medical, fire or back-to-base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary communications technology, such as a mobile network. Contact your critical safety device provider for more details.

Medical and security alarms.

Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an nbn[®] service. You can do this by contacting the provider of your medical or security alarm service, who can also advise on options.

Fixed Wireless.

For more information about Fixed Wireless plans and speeds, see **Key Fact Sheet: nbn Services (Fixed Wireless)**

nbn[®] services not available to all areas or premises