Key Facts Sheet: nbn® Service

Important information about the nbn network speed options available with Pennytel

Speed Tier	Typical Evening Download Speed	How many Users	Email Browsing Social Media	HD Video Streaming	UDH / 4K Video	Online Gaming	Large File downloads
12/1	12 Mbps	1 - 2	✓	x	x	x	x
25/10	25 Mbps	1 - 2	✓	✓	x	✓	x
50/20	50 Mbps	1 - 3	✓	✓	x	✓	✓
100/20	100 Mbps	1 - 9	✓	✓	✓	✓	✓
100/40	100Mbps	1 - 9	✓	✓	✓	✓	✓
250/100	239 Mbps	1 - 10	✓	✓	✓	✓	✓
500/50	500 Mbps	1 – 10+	✓	✓	✓	✓	✓
500/200	491 Mbps	1 – 10+	✓	✓	✓	✓	✓
750 / 50	750 Mbps	1 – 10+	✓	✓	✓	✓	✓
1000/100	890 Mbps	1 – 10+	✓	✓	✓	✓	✓
1000/400	TBA**	1 – 10+	✓	✓	✓	✓	✓
2000/100	TBA**	1 – 10+	✓	✓	✓	✓	✓
2000/200	TBA**	1 – 10+	✓	✓	✓	✓	✓

* 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. Not available at all premises – only available on infrastructure capable of supporting superfast speeds. Your router/modem may limit the maximum speed you can achieve on WiFi. If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or you can exit your plan at no cost.

Technical Limitations

nbn service will not work during power failures. This service does not include a battery backup power supply for nbn supplied equipment or customer equipment. During a power outage your VoIP phone will not function including calls to emergency services.

Your speed or performance may be reduced by a range of other factors such as your router/modem, internal house wiring and Wi-Fi interference from electrical goods, the type and source of the content being downloaded, how your device is connecting to the internet (when using Wi-Fi, you may experience slower speeds than what can be achieved by connecting your device(s) with a network cable).

Medical alarms/security

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 available.