

KEY FACTS SHEET: NBN SERVICES

NBN SPEED TIER	NBN 12-1	NBN 25-10 & NBN 25-5	NBN 50-20 & FWPLUS	NBN 100-40	NBN 250-25	NBN 1000-50
Typical Busy Period Download Speed	11 Mbps	24 Mbps	47 Mbps	95 Mbps	235 Mbps	600 Mbps
Simultaneous Use	1-2 people	2-4 people	4-6 people	6+ people	8+ people	10+ people
What <u>can</u> you do during the Typical Busy Download Period	VoIP Calls Email Browsing Social Media Gaming Streaming Music Streaming HD Video	VoIP Calls Email Browsing Social Media Gaming Streaming Music Streaming HD Video 2x HD Video Streams	VoIP Calls Email Browsing Social Media Gaming Streaming Music Streaming HD Video 3x HD Video Streams OR 1x 4k Video Stream	VoIP Calls Email Browsing Social Media Gaming Streaming Music Streaming HD Video 3x HD Video Streams OR 2x 4k Video Stream		
What you <u>cannot</u> do during the Typical Busy Download Period	Downloading Large Files Streaming 4k Video More than 1 Streaming HD Video	Downloading Large Files Streaming 4k Video	Downloading Large Files Streaming Multiple 4k Video			

Technical Limitations

- NBN services (including any phone services) will not work during power failures, unless you have Fibre To the Premise (FTTP NBN) and also have an NBN battery backup installed.
- NBN Fixed Wireless services are variable in speed and will be impacted by NBN Congestion
- Your speed or performance may be reduced by a wide range of factors; examples include poor quality router, wifi, wifi interference, poor wiring. We can assist you in what may be causing your issue and suggest ways to fix.
- NBN250 and NBN1000 are only available in prequalified FTTP and HFC areas. These are new speeds are we don't have enough data yet to determine Typical Evening Speeds.

If you use a medical or security alarm you must make your own inquiries to see if they are compatible with the NBN before you order our services. The provider of your medical/alarm service can advise on options if the NBN service is not suitable.

What happens if I cannot achieve the speeds?

If your service is connected using NBN Fibre to the Node, Basement or Curb (FTTN, FTTB or FTTC) we will test your service during the first few days of being connected and offer to adjust your ordered plan to one that better suits the line to your premises.

Before we place an order we will also use any available technical data to determine the maximum speed we can deliver and may contact you before connection to suggest a slower plan.