

KEY FACTS SHEET: NBN SERVICES (Typical Busy Period is 7PM – 11PM)

PLAN	Value Plans			Performance Plans (Standard Speeds)					Performance Plans (Fast Speeds – HFC and FTTP)			Performance Plans (Fast Upload – FTTP Only)		
	12/0.8	18/8	45/16	50/16	80/16	80/35	100/16	100/35	235/22	400/40	Ultrafast/40	235/85	400/185	Ultrafast/335
Typical Busy Period Download Speed	12 Mbps	18 Mbps	45 Mbps	50 Mbps	80 Mbps	80 Mbps	100 Mbps	100 Mbps	235 Mbps	400 Mbps	700 Mbps	235 Mbps	400 Mbps	700 Mbps
Typical Busy Period Upload Speed	0.8 Mbps	8 Mbps	16 Mbps	16 Mbps	16 Mbps	35 Mbps	16 Mbps	35 Mbps	22 Mbps	40 Mbps	40 Mbps	85 Mbps	185 Mbps	335 Mbps
Simultaneous Use	1-2 people	2-3 people	3-4 people	3-4 people	3-4 people	3-4 people	4+ people	4+ people	5+ people	5+ people	6+ people	5+ people	5+ people	6+ people
What <i>can</i> you do during the Typical Busy Download Period	VoIP Calls Email Browsing Social Media Gaming Streaming Music Streaming HD Video			VoIP Calls Browsing Social Media Gaming Streaming Music Streaming HD Video 3x HD Video Streams OR 2x 4k Video Stream					VoIP Calls Browsing Social Media Gaming Streaming Music Streaming HD Video 3x HD Video Streams OR 2x 4k Video Stream					
What you <i>cannot</i> do during the Typical Busy Download Period	Downloading Large Files Streaming 4k Video More than 1 Streaming HD 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.

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.