

KEY FACTS SHEET: NBN SERVICES

| NBN SPEED TIER | NBN 12 | NBN 25 | NBN 50 | NBN 100 |
|--|--|---|---|---|
| Typical Busy Period Download Speed | 11 Mbps | 24 Mbps | 47 Mbps | 92 Mbps |
| Simultaneous Use | 1-2 people | 2-4 people | 4-6 people | 6+ people |
| What <u>can</u> you do during the Typical Busy Download Period | VoIP Calls Email Browsing Social Media 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.
- 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.