



## NBN™ Key Facts Sheet

This information applies to the following NBN plans delivered on fixed line connections i.e. NBN™ FTTP/B/N/C & HFC: NBN 12 Unlimited; NBN25 Unlimited; NBN50 Unlimited; NBN100 Unlimited.

Below indicates your NBN™ plan’s typical download speeds and online usage during the busy period. The busy period is 7pm-11pm for Residential plans and 9am-5pm for Business plans.

NBN speed tier	NBN12	NBN25	NBN50	NBN100
Speed label	12 Unlimited	25 Unlimited	50 Unlimited	Premium
Typical evening speed (7pm-11pm)	10.9Mbps	23.0Mbps	42.8Mbps	78.0Mbps
Typical business hours speed (9am-5pm)	11.1Mbps	23.3Mbps	44.4Mbps	78.2Mbps
Making phone calls (VoIP)	✓	✓	✓	✓
Email, social media & web browsing	✓	✓	✓	✓
Standard Definition (SD) streaming	✓	✓	✓	✓
High Definition (HD) streaming	×	✓	✓	✓
UHD/4K streaming	×	×	✓	✓
# of simultaneous users / devices (approx.)	1-3	1-3	3-6	6-9

**NBN12, NBN25, NBN50 and NBN100** indicate the underlying speed tier that your NBN™ plan is on and represent the maximum possible speed that is available outside the busy periods indicated above.

### Factors at your premises that can affect data speeds and performance

Poor performance may be caused by...	You may be able to improve this by...
Poor WiFi signal strength or signal interference	Connecting devices via Ethernet cable or by placing modem in an unobstructed area.
Modem, WiFi router or network cables	Using current hardware with technical specifications suitable for your NBN™ plan.
Too many simultaneous users	Managing your household usage according to the above guide.

**If your plan is delivered on NBN™ FTTP/B/N/C**, your speeds are affected by the length and quality of the copper used by NBN Co. Around 3 weeks after activation NBN Co will determine your maximum line speed. If your line cannot support the speed tier that your NBN™ plan is on, we’ll send you an email stating your line speed results and your options, including the option to move to a lower speed plan (if available) or to cancel your service and change providers without contract break fees. Both options include a specified refund for speeds you cannot receive. If you select to cancel your service and change providers within 10 working days of being sent the email, you will receive a refund of charges paid (including set up costs). **In the event of a power outage:** NBN™ services will not function except for NBN™ FTTP services with a working battery backup unit installed.

**Medical and security alarm services:** Before switching to NBN™, please contact your alarm provider to assess whether your alarm is compatible with an NBN™ service and identify available alternatives if your alarm services are not compatible.