

Key Facts Sheet – NBN Services

Here are some essential information that will help you choose the most suitable NBN plan for you.

	Basic	Standard	Ultimate	Ultimate Plus
NBN Speed Tier	Nbn12	Nbn25	Nbn50	Nb100
Typical evening speed (7pm-11pm)	5 Mbps	12Mbps	25Mbps	40Mbps
Max. download speed during off-peak periods	Up to 12Mbps download speed	Up to 25Mbps download speed	Up to 50Mbps download speed	Up to 100Mbps download speed
No. of people using at the same time	1-2	2-4	4-6	6-9
What you can do on this plan?	<ul style="list-style-type: none"> ✓ Email & Browsing ✓ Social Media & Chat 	<ul style="list-style-type: none"> ✓ Email & Browsing ✓ Social Media & Chat ✓ Music Streaming ✓ SD Video streaming 	<ul style="list-style-type: none"> ✓ Email & Browsing ✓ Social Media & Chat ✓ Music Streaming ✓ Gamers & media-buffs ✓ HD Video streaming 	<ul style="list-style-type: none"> ✓ Email & Browsing ✓ Social Media & Chat ✓ Music Streaming ✓ Super responsive online gaming ✓ 4K Video streaming

Technical Limitations

Services provided over Fiber to the Node (FTTN), Fiber to the Basement (FTTB), Fiber to the Curb (FTTC) and Fixed Wireless may not be able to obtain typical plan speed. Speed on these technologies can only be confirmed once service is activated and depend on the maximum line sync rate of physical infrastructure connected to your premise. If after connection, you cannot achieve the typical speeds shown on the plan, please contact us on 1300 254 255 as soon as possible and we will provide some troubleshooting. If your line cannot deliver the speed plan, you can change to a lower speed plan or exit your plan.

Generally, speeds may be affected by poor-quality router, internal wiring in your home, WIFI interference from electrical goods or neighbours, the distance between your WIFI modem and your devices, network or internet congestion, weather or infrastructure faults.

In the event of power failure, your NBN service will not function unless it is an NBN FTTP service with a working battery backup unit is installed and you have an alternative electric supply for your own equipment. You won't be able to make telephone calls or use the Internet. We encourage our customers to keep a charged mobile phone close by as an alternative form of communication during these times.

For medical or security alarm, before switching to NBN, please contact your alarm provider to assess whether your alarm is compatible with a NBN service. If it not compatible, we advise you to contact your device provider for an alternative option. If you do insist on using the NBN, you should register your device on the NBN Medical Alarm Register at www.nbnco.com.au.