




# Key Facts Sheet: nbn™ services






This is essential information to help choose the right nbn™ plan for you.

## Our Speed Options

FTTP, FTTC, FTTN, FTTB & HFC		
 nbn25 <sup>1</sup>	 nbn50 <sup>1</sup>	 nbn100 <sup>1 2</sup>
20.1Mbps average sampled evening speed <sup>3</sup>	40.2Mbps average sampled evening speed <sup>3</sup>	80.4Mbps average sampled evening speed <sup>3</sup>
Fixed Wireless		
nbn25 <sup>1</sup>	Fixed Wireless Plus <sup>3</sup>	NA
Fixed Wireless speeds are variable <sup>3</sup>		

## What you can do

 2-4 people at the same time	 4-6 people at the same time	 6-9 people at the same time
✓ Emails & surfing the web	✓ Emails & surfing the web	✓ Emails & surfing the web
✓ Social media	✓ Social media	✓ Social media
✓ Music streaming	✓ Music streaming	✓ Music streaming
✓ Online gaming	✓ Online gaming	✓ Online gaming
✓ HD video streaming	✓ HD video streaming	✓ 4K video streaming

<sup>1</sup> This is the maximum line speed possible outside of peak hours. It's unlikely that you will experience these speeds.

<sup>2</sup> Available on FTTP, FTTC and HFC. Only available in certain areas.

<sup>3</sup> Plan suitability confirmed once active. Based on the [ACCC Measuring Broadband Australia Report](#) (August 2019) measured across the ACCC's sampled connections between 7pm-11pm in May 2019. See [About nbn™ Speeds](#) for more info. Your actual speeds may be different due to various factors. FTTN/FTTB/FTTC/Fixed Wireless speeds to be confirmed once active. Fixed Wireless speeds are variable and may be significantly impacted by congestion. Fixed Wireless Plus offers speeds up to 60Mbps.

We won't be able to confirm your maximum attainable speed until we've installed and activated your home to the nbn™. As soon as you're connected, we can check if your service can support the speed tier that you've chosen. If it can't, we can move you to a lower speed tier or you can choose to terminate your service.

## Important stuff

Your nbn™ service won't work if your electricity goes out, unless you have a FTTP connection with an NBN backup battery installed.

## Medical and security alarms

If you have a medical or security alarm, check to see if they'll work with an nbn™ connection before entering into a contract with us for an nbn™ service. If your medical or security alarm isn't compatible, see if there are any alternatives available by contacting your alarm supplier.

## Factors that can impact broadband speeds in the home:

- in-home wiring
- where your modem is located.
- network capacity and network traffic
- the nbn technology type at your home
- electrical and Wi-Fi interference from other devices
- distance from the nbn node or Fixed Wireless tower.

We can help you to maximise your nbn™ performance, just give us a call 13 36 36