




# Key Facts Sheet: nbn™ services






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

## Our speed options

 nbn25 <sup>^</sup>	 nbn50 <sup>^</sup>	 nbn100 <sup>^#</sup>
20.1Mbps average sampled evening speed*	40.2Mbps average sampled evening speed*	80.4Mbps average sampled evening speed*

## 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
<ul style="list-style-type: none"><li>✓ Emails &amp; surfing the web</li><li>✓ Social media</li><li>✓ Music streaming</li><li>✓ Online gaming</li><li>✓ HD video streaming</li></ul>	<ul style="list-style-type: none"><li>✓ Emails &amp; surfing the web</li><li>✓ Social media</li><li>✓ Music streaming</li><li>✓ Online gaming</li><li>✓ HD video streaming</li></ul>	<ul style="list-style-type: none"><li>✓ Emails &amp; surfing the web</li><li>✓ Social media</li><li>✓ Music streaming</li><li>✓ Online gaming</li><li>✓ 4K video streaming</li></ul>

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

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. FTTP/FTTB/FTTC/Fixed Wireless speeds to be confirmed once active. Fixed wireless speeds may be slower.

<sup>#</sup> Only available on FTTP, FTTC & HFC customers in select areas.

We won't be able to confirm your maximum line speed until we've installed and activated your home to the nbn™. As soon as you're connected, we can check if your line 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

### Technical limitations

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

Speeds may be affected by; the quality of your modem, in-house wiring, the distance between your Wi-Fi modem and your devices, electrical and Wi-Fi interference from other Wi-Fi devices nearby and other Wi-Fi devices connected. We can help you to maximise your nbn™ performance, just give us a call 13 36 36.

### 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.