





Key Facts Sheet: nbn™ services







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

Our speed options

 Standard nbn12 [^]	 Turbo nbn25 [^]	 Supercharged nbn50 [^]	 Max nbn100 ^{^#}
11Mbps typical evening speed*	24Mbps typical evening speed*	47Mbps typical evening speed*	83Mbps typical evening speed*

What you can do

 1-2 people at the same time	 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	✓ Emails & surfing the web
✓ Social media	✓ Social media	✓ Social media	✓ Social media
✓ Music streaming	✓ Music streaming	✓ Music streaming	✓ Music streaming
✗ Online gaming	✓ Online gaming	✓ Online gaming	✓ Online gaming
✗ HD video streaming	✓ HD video streaming	✓ HD video streaming	✓ 4K video streaming

[^] This is the maximum line speed possible outside of peak hours. It's unlikely that you will experience these speeds.

* Typical evening speed indicates average measured download speeds between 7pm and 11pm. Your actual speeds may be different due to various factors. FTTN/FTTB/FTTC/Fixed Wireless speeds to be confirmed once active. Fixed wireless speeds may be slower.

[#] 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.