





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 [^]	 Supercharged 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.

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.