




Key Facts Sheet: nbn™ services





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

Our Speed Options

FTTP, FTTC, FTN, FTB & HFC		
 nbn25 ¹	 nbn50 ¹	 nbn100 ^{1 2}
20Mbps average sampled evening speed ³	40Mbps average sampled evening speed ³	80Mbps average sampled evening speed ³
Fixed Wireless		
nbn25 ¹	Fixed Wireless Plus ³	NA
Fixed Wireless speeds are variable ³		

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

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

² Available on FTTP, FTTC and HFC. Only available in certain areas.

Plan suitability confirmed once active. Based on the [ACCC Measuring Broadband Australia Report](#) (February 2020) measured across the ACCC's sampled connections between 7pm-11pm in November 2019. Your actual speeds may be different due to various factors. FTN/FTTB/FTTC/Fixed Wireless speeds to be confirmed once active. ³ Fixed Wireless Plus offers a theoretical maximum speed of 75/10, however Fixed Wireless speeds in general are variable and may be significantly impacted by cell congestion.

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