

Key Facts Sheet: nbn™ services



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

Our speed options

nbn12*	nbn25*	nbn50*	nbn100*#
9 Mbps download - average sampled evening speed [^]	20 Mbps download - average sampled evening speed [^]	40 Mbps download - average sampled evening speed [^]	80 Mbps download - average sampled evening speed [^]

What can you do at these speeds?

1 – 2 people	2 – 4 people	4 – 6 people	6 – 9 people
online at the same time on multiple devices			
<ul style="list-style-type: none"> ✓ Emails & surfing the web ✓ Social media ✓ SD video streaming on 1 device ✓ Online gaming ✓ Music streaming on 1 device 	<ul style="list-style-type: none"> ✓ Emails & surfing the web ✓ Social media ✓ HD video streaming ✓ Online gaming ✓ Music streaming 	<ul style="list-style-type: none"> ✓ Emails & surfing the web ✓ Social media ✓ HD video streaming ✓ Online gaming ✓ Music streaming 	<ul style="list-style-type: none"> ✓ Emails & surfing the web ✓ Social media ✓ 4K video streaming ✓ Online gaming ✓ Music streaming

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

[^] Based on the [ACCC Measuring Broadband Australia Report](#) (May 2019) measured across the ACCC's sampled connections between 7pm – 11pm in February 2018. 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. Battery backup is available to customers with Priority Assistance, a medical alarm, back to base alarm, lift phone or a voice-only service. Without the battery backup, this means you won't be able to make or receive telephone calls, even Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

Speeds may be affected by; the quality of your modem, in house wiring, network capacity and network traffic, the distance between your modem and devices, electrical and Wi-Fi interference from other Wi-Fi devices nearby and other Wi-Fi devices connected.

Setting up your modem in a central spot away from your electrical appliances can help and using an ethernet cable where possible as Wi-Fi is less reliable than an ethernet cable. Wi-Fi boosters can also help. We can help you to maximise your nbn™ performance. Just give us a call on 1800 007 648.

Medical and security alarms

If you have a medical or security alarm, check to see if they will 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.

Remember to register with [nbn co's Medical Alarm Register](#) and [nbn co's Fire Alarm and Lift Emergency Phone Register](#).