

THIS IS YOUR NBN™ KEY FACTS SHEET

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

nbn™ Line Access Speeds		
"Infinity Now" over nbn25 ^	"Infinity Next" over nbn50^	"Infinity Future" over nbn100^#
22.4MBPS TYPICAL EVENING SPEEDS	44.1MBPS TYPICAL EVENING SPEEDS	89.4MBPS TYPICAL EVENING SPEEDS
General Usage Scenarios		
We recommend no more than 3 concurrent users at the same time.	We recommend no more than 5 concurrent users at the same time.	We recommend no more than 7 concurrent users at the same time.
<ul style="list-style-type: none"> ✓ Emails & surfing the web ✓ Social media ✓ Music streaming ✓ Online gaming ✓ SD video streaming 	<ul style="list-style-type: none"> ✓ Emails & surfing the web ✓ Social media ✓ Music streaming ✓ Online gaming ✓ HD video streaming 	<ul style="list-style-type: none"> ✓ Emails & surfing the web ✓ Social media ✓ Music streaming ✓ Online gaming ✓ 4K video streaming



STUFF WE NEED TO TELL YOU

^ This is the maximum line speed possible outside of peak hours.

For Copper & Fixed Wireless services (FTTN, FTTB, FTTC, HFC, FW) It's unlikely that you will experience these speeds without significant on-site diagnosis & remediations to your internal home wiring & to the nbn™ network.

For Fibre services (FTTP) speeds may be obtainable depending on your building infrastructure & internal cabling.

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. 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 17 89.

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.

