

nbn™ Key Facts Sheet

Plan	Home Basic 25/10	Home Standard 50/20	Fixed Wireless Plus	Home Fast 100/20	Home Superfast 250/25	Home Ultrafast 1000/50
Typical Evening Speeds*	24Mbps	48Mbps	66Mbps	97Mbps	200Mbps	250Mbps
Number of users/devices	1-2	4-6	1-5	6-9	6-9	6-9
Voice Calls	✓	✓	✓	✓	✓	✓
Email and Browsing	✓	✓	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓	✓	✓
HD Video Streaming	✓	✓	✓	✓	✓	✓
4K Video Streaming	✗	✗	✗	✓	✓	✓
Multiple Devices 4K Video Streaming	✗	✗	✗	✗	✓	✓
Online Gaming	✓	✓	✓	✓	✓	✓
Download and Upload Large Files	✓	✓	✓	✓	✓	✓
Multiple Devices Download and Upload Large Files	✗	✗	✗	✗	✓	✓

Typical Evening Speeds

Typical evening speeds is the average download speed a consumer can expect to receive during the busy period (between 7pm-11pm). Speeds experienced may be lower due to the factors listed below.

Factors that may affect your broadband speeds

The speed and performance of your connection may vary due to many different factors such as the nbn™ speed tier you are on, the length and quality of copper cabling used within the nbn™ network, in-home wiring, Wi-Fi coverage within your home, modem configuration and location. nbn™ Fixed Wireless services are also affected by obstructions to line of sight, weather conditions and distance from transmission tower. Ensure that your Wi-Fi modem is centrally positioned in your home to maximise Wi-Fi coverage.

nbn™ Service and Power Outages

Your nbn™ service won't work during a power outage unless your nbn™ service is connected using FTTP and a nbn™ battery back-up unit is installed and working. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation. nbn™ battery back-up is not available through 1st Internet.

Medical and Security Alarms

Before ordering an nbn™ service, if you have any medical or security alarm services, you should contact your current provider to check if your services are compatible with your nbn™ services and identify what alternatives are available if they are not. If you have a medical alarm, 1st Internet recommends you register your medical alarm service on the NBN Medical Alarm Register at www.nbnco.com.au. If you are considering purchasing a home phone with your nbn™ service and have a serious or life-threatening medical condition, the 1st Internet is not suitable for your needs.

nbn™ Fibre to the Building/Node/Curb

If your nbn™ service is delivered on nbn™ FTTB/N/C, we will send you an email stating your line speed as determined by nbn™ within 3 weeks of your service being active. If your nbn™ service is not capable of delivering the top speed for your plan, we will always provide you with the option to downgrade to a lower plan (if possible), or cancel your plan, in each case without charge.