

nbn® Key Facts Sheet



Fixed & Fixed Wireless Residential Internet Services provided by nbn®

Plan	25/10	50/20	100/20	Wireless (100/20)	100/40	Wireless (200-250/8-20)	Wireless (400/10-40)	500/50	750/50	1000/100
Typical Evening Speeds ¹	24Mbps	48Mbps	97Mbps	66Mbps	97Mbps					
Maximum Speed Potential ²						250Mbps	400Mbps	500Mbps	750Mbps	1000Mbps
Number of users or simultaneous devices	1-2	2-3	2-5	2-5	3-7	5-10	10+	10+	10+	10+
Available on these nbn® technologies	FTTN/B/C, FTTP, HFC	FTTN/B/C, FTTP, HFC	FTTN/B/C	Wireless	FTTN/B/C	Wireless	Wireless	FTTP, HFC	FTTP, HFC	FTTP, HFC
Voice Calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Email and Browsing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HD Video Streaming	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4K Video Streaming	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Multiple Devices 4K Video Streaming	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Important things to know

¹ 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.

² **Maximum Speed Potential** As these are new services, we do not have sufficient data yet to calculate the typical evening / busy period speed for them. We will update this information once sufficient data is available. Maximum speeds are the maximum theoretical possible speeds available to the speed tier during off-peak periods and may be affected by factors including but not limited to: weather, your network hardware, and location.

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. This service does not include a battery backup power supply for either nbn's equipment or any customer hardware. 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.

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 an nbn® service and identify what alternatives are available if they are not. If you are considering purchasing a home phone with your nbn® service and have a serious or life-threatening medical condition, the 1st internet Broadband service 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.