

# Key Facts Sheet: **nbn™** Services

Speed	20Mbit	25Mbit	50Mbit	100Mbit	250Mbit
<b>Maximum Off-Peak Speed<sup>1</sup></b> FttP, FttN, FttC, FttB, HFC	25Mbps Down 10Mbps Up	25Mbps Down 10Mbps Up	50Mbps Down 20Mbps Up	100Mbps Down 20Mbps Up	240Mbps Down 25Mbps Up
<b>Typical Evening Speed<sup>2</sup></b>	20Mps Download	25Mps Download	50Mps Download	100Mbps Download	211Mbps Download

## Important information about the **nbn™** network speed options available.

**Typical Evening Speed** The typical expected experience between 7pm–11pm which is the busy time for Internet traffic. It is not a guaranteed minimum speed. The actual speed experienced depends on a number of factors – see Technical Limitations below.

**FttN, FttB or FttC** You will have your speed confirmed by **nbn™** when your service is activated. If the plan or speed pack you have chosen can't be supported by the line, your remedies are:

- Remaining on your current plan with no refund;
- Moving to a lower speed plan and getting a refund of the price difference between your initial plan and lower speed plan. If you are on the lowest speed plan, you do not have this option; and
- Exiting your plan without cost and getting a refund of the price difference between the plan you have paid for and the plan which would have given you the maximum speed available to you. If you are on a 25/5 plan, you may exit your plan without cost, but you will not get a refund.

### Speed test results and your options

Your **nbn™** service can never go faster than the maximum line speed available at your home. We'll run speed tests to confirm your maximum line speed when your service is working and tell you if a higher speed tier will benefit you. If your line isn't capable of supporting the speed tier, you're on, we'll issue you a refund, and send you an email with your speed results and options, including;

- switch to a lower priced plan without charge, or
- cancel your plan without charge.

### Some factors impacting performance in the home Broadband speeds may vary due to:

- the website you're visiting and their servers
- Wi-Fi is less reliable than an Ethernet cable
- the speed tier you are on
- in-home wiring
- network capacity and network traffic
- the **nbn™** technology type at your home, and

where your modem is located.

Setting up your home modem in a central spot away from your electric appliances can help. Wi-Fi Boosters can also help.

**Fixed Wireless **nbn™**** Speeds indicated in the table are maximum theoretical speeds and speeds will be slower during 7pm–11pm. Fixed Wireless speeds may be significantly affected by the previously listed factors above; signal strength or obstruction of the antenna's line of sight to the **nbn™** Fixed Wireless tower; the capacity of and demand on the **nbn™** Fixed Wireless tower and network; your in-home set up; how you use the internet at home; and weather conditions such as extreme heat and heavy rain. SpinTel cannot ascertain the actual effect of these factors on an individual consumer's Fixed Wireless service until after that service is activated.

### **nbn™** service and power outages

During a power failure, **nbn™** will not work unless it is an FTTP connection with an **nbn™** battery backup power supply unit installed and working. **nbn™** battery backup isn't available through SpinTel. Other providers may offer this service on selected **nbn™** access types.

This means that with SpinTel 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/security alarms

If you have a Back to Base Security Alarm or Medi-Alert connected to your home phone service, it's important you contact your medical or security provider to check if they're compatible with the **nbn** service and identify what alternatives are available. You'll need to arrange this before we move you to the **nbn™** network, or your alarm may not work.

Remember to register with [nbn™ co's Medical Alarm Register](#)

Key Terms: FttP = Fibre to the Premises, FttN = Fibre to the Node, FttC = Fibre to the Curb, FttB = Fibre to the Basement, HFC = Hybrid Fibre Coaxial Cable