

# Key Facts Sheet: nbn™ Services

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

Speed	Basic 12	Plus 50	Premium 100
<b>Maximum Off-Peak Speed<sup>1</sup></b>	11Mbps Down 0.9Mbps Up	47Mbps Down 18Mbps Up	93Mbps Down 37Mbps Up
<b>Typical Evening Speed<sup>2</sup></b>	10Mbps Download	40Mbps Download	80Mbps Download
<b>Suitable For</b>	<b>1-2 people</b> General browsing and emails	<b>3-4 people</b> Multiple HD video and music streams, concurrent users, gaming and heavy downloads	<b>5+ people</b> 4K video streaming download and upload very large files
<b>Not suitable</b>	HD Streaming		

**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. Excludes Fixed Wireless customers and FttN/B/C lines with limited maximum line speeds.

**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](#)