

Key Facts Sheet: **nbn**™ Services

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

Speed	Basic 12	Standard 25	Plus 50	Premium 100
Maximum Off-Peak Speed ¹	11Mbps Down 0.9Mbps Up	23Mbps Down 4Mbps Up	47Mbps Down 18Mbps Up	93Mbps Down 37Mbps Up
Typical Peak Speed ²	9.6Mbps Download	20Mps Download	40Mps Download	80Mbps Download
Suitable For	1-2 people General browsing and emails	3-4 people Streaming music and video and web browsing	5 people Multiple HD video and music streams, concurrent users, gaming and heavy downloads	6-9 people 4K video streaming download and upload very large files

¹ Typical peak speed is experienced between 7pm and 11pm. It is not a guaranteed minimum speed.

² Maximum Off-Peak Speed is the maximum speed that the majority of customers can expect during other times. The actual speed you will experience depends on a number of factors including your access type, demand on the network, local conditions such as internet traffic, your line condition, your hardware and software, the data source or destination and your location which can interfere with reception and speed.

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.

nbn service and power outages

Your **nbn** service won't work during a power outage. 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/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](#).