





KEY FACTS SHEET

# NBN SERVICES

## How fast will my home broadband speed be?

Basic 12	Standard 25	Standard Plus 50	Premium 100
 <p><b>Basic Evening Speed</b></p>	 <p><b>Standard Evening Speed</b></p>	 <p><b>Standard Plus Evening Speed</b></p>	 <p><b>Premium Evening Speed</b></p>
<b>nbn12</b>	<b>nbn25</b>	<b>nbn50</b>	<b>nbn100</b>
<b>10 Mbps</b> typical evening speed during 7pm-11pm	<b>20 Mbps</b> typical evening speed during 7pm-11pm	<b>40 Mbps</b> typical evening speed during 7pm-11pm	<b>80 Mbps</b> typical evening speed during 7pm-11pm

## What can I do with my home broadband service?

<ul style="list-style-type: none"> <li>• <b>Ideal for 1-2 people</b></li> <li>• Email &amp; browsing</li> <li>• Stream music &amp; video</li> <li>• Social media &amp; chat</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Good for 2-3 people</b></li> <li>• Email &amp; browsing</li> <li>• Stream music &amp; video</li> <li>• Social media &amp; chat</li> <li>• Multiple video streams</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Great for 3-5 people</b></li> <li>• Email &amp; browsing</li> <li>• Stream music &amp; video</li> <li>• Social media &amp; chat</li> <li>• Multiple video streams</li> <li>• 4K video streaming</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Best for 6-9 people</b></li> <li>• Email &amp; browsing</li> <li>• Stream music &amp; video</li> <li>• Social media &amp; chat</li> <li>• Multiple video streams</li> <li>• 4K video streaming</li> <li>• Upload large files</li> </ul>
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### Fibre to the Node (FTTN), Fibre to the Basement (FTTB), Fibre to the Curb (FTTC) and Fixed Wireless.

Your nbn™ service can never go faster than the maximum speed available at your home. We'll run speed tests to confirm your maximum speed once your service is working. If your connection can't support the speed plan you are on, we'll let you know by email and then you can (1) change to a lower priced plan or (2) cancel your service.

### Factors that may impact the performance of the nbn™ in your home

Generally, speeds may be affected by: the quality of your modem, internal wiring in your home, the distance between your Wi-Fi modem and your devices, electrical and Wi-Fi interference, network or internet congestion, type/source of content being downloaded, weather or infrastructure faults. You can contact us and we can assist you in diagnosing and resolving such problems.

### Security alarms and medical devices

We don't support services such as medical devices, security alarms or priority assistance. Before you connect to the nbn-network, you must contact your medical or security provider to see if these service work with the nbn-network or if your provider uses a mobile network.

### Power outages and the nbn™

Your nbn™ service won't work if there is a power outage either within the nbn-network or within your home. If this happens, you'll need to use your mobile phone to make calls, including to make calls to Emergency '000' services.

Further information: [www.australiabroadband.com.au](http://www.australiabroadband.com.au)

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