



Key Facts Sheet: nbn™ services

This is essential information to help choose the right nbn™ plan for you.

Our Speed Options

nbn™ 25 ¹	Fixed Wireless Plus ^{1, 3}	nbn™ 50 ¹	nbn™ 100 ¹	nbn™ 250 ⁴
25Mbps ² Typical Evening Speed	31Mbps ² Typical Evening Speed	50Mbps ² Typical Evening Speed	95Mbps ² Typical Evening Speed	Typical Evening Speed not currently available ⁴

What can you do at different speeds?

<ul style="list-style-type: none"> ✓ SD video streaming ✓ Emails & social media ✓ Working or schooling from home 	<ul style="list-style-type: none"> ✓ SD video streaming ✓ Emails & social media ✓ Working or schooling from home 	<ul style="list-style-type: none"> ✓ HD video streaming ✓ Online gameplay ✓ Multiple people working or schooling from home 	<ul style="list-style-type: none"> ✓ 4K video streaming ✓ Multiple players gaming online ✓ Video conferencing 	<ul style="list-style-type: none"> ✓ 8K video streaming ✓ Faster 'off peak' gaming downloads⁵ ✓ Multiple video conferences
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¹ This is the maximum line speed possible outside of peak hours, it is unlikely that you will experience these speeds. Not all speeds available in all areas.

² Typical evening speed (7pm-11pm) sampled 1-14 June 2021. Speed may vary due to various factors and confirmed once connected. See [About nbn™ Speeds](#) for more info

³ Fixed Wireless Plus offers a theoretical maximum speed of 75/10. Fixed Wireless speeds are slower than fixed connections, may be impacted by cell congestion, and can only be determined after activation.

⁴ This is a new plan based on the Home Superfast wholesale speed tier with a theoretical maximum speed of 250Mbps and is only available to FTTP and HFC customers in select areas. We do not have currently have enough data to provide a Typical Evening Speed. As soon as it available, this 'Key Facts Sheet' & our website will be updated.

⁵ Download speeds are subject to the distribution bandwidth offered by different gaming providers.

FTTN/FTTB/FTTC attainable line speeds will be confirmed once you are connected to the nbn™. We will check if your service can support the speed tier that you have chosen. If it cannot, we can move you to a lower speed tier or you can choose to terminate your service.

Important stuff

Your nbn™ service won't work if your electricity goes out, unless you have a FTTP connection with an NBN backup battery installed.

Medical and security alarms

If you have a medical or security alarm, check to see if they will work with an nbn™ connection before entering into a contract with us for an nbn™ service. If your medical or security alarm isn't compatible, see if there are any alternatives available by contacting your alarm supplier.

Factors that can impact broadband speeds in the home

- in-home wiring
- where your modem is located.
- network capacity and network traffic
- the nbn technology type at your home
- electrical and Wi-Fi interference from other devices
- distance from the nbn node or Fixed Wireless tower.

We can help you to maximise your nbn™ performance, just give us a call 1300841127