

Key Facts Sheet: nbn™ Service

(All residential fixed line plans)

nbn™ Plan	Gold nbn™ 100/20	Platinum nbn™ 100/40
Number of simultaneous users / devices	40	40
*Typical evening speeds (7pm – 11pm)	97Mbps	97Mbps
Phone calls (VoIP)	Yes	Yes
Emails and browsing	Yes	Yes
SD Video Streaming (480p)	Yes	Yes
HD Video Streaming (720p)	Yes	Yes
4K Video Streaming	Yes	Yes
Online Gaming	Yes	Yes

Important things to know

*Typical evening speed measures network speed to customer premises, it is not a measure of customers' received in-premises speed. Tier speeds are the maximum possible download speeds available during off-peak periods. The amount of simultaneous users is based on being able to provide HD 720p video to each user/device.

Technical limitations

- nbn™ service will not work during power failures. This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This also means you will not be able to make calls on a VoIP phone during a power outage, including calls to emergency services.
- Your speed or performance may be reduced by a range of variables such as Home Computer, Home Wifi, Home Cabling, Home Modem/Router, and much more. We are experts in troubleshooting speed, performance, and dropout issues and will work with you to get them resolved.

Medical alarms/security

- Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an nbn™ service.

What happens if I can't get this speed at my house? (FTTN, FTTB, FTTC)

If you are connected to the nbn™ via Fibre to the Node (FTTN), Fibre to the Basement (FTTB), or Fibre to the Curb (FTTC), we test what speed your nbn™ line is capable of once you're connected. We check this against the speed you've ordered and will email you if your line can't deliver the speed plan you have ordered. If your line can't deliver the speed plan you have ordered then you can exit your plan at no cost or drop to a lower speed plan at no cost.