




# Key Facts Sheet

## Home Broadband - Fixed-Line NBN



Important information about speed options and technical limitations on the National Broadband Network (NBN)

Speed Tier	 Basic 25	 Standard 50	 Fast 100
<b>Typical Busy Period Download/Upload Speeds (7pm to 11pm)</b>	25/4 Mbps*	50/17 Mbps*	100/17 Mbps*
<b>Devices Simultaneously Online</b>	1-2	3-4	5+
<b>Typical Use</b>	Web browsing, emailing & standard-definition (SD) video streaming	Web browsing, emailing, high-definition (HD) video streaming & video calls	Web browsing, emailing, ultra-high-definition (4K) video streaming & online gaming etc

### Important things to know:

\*The Typical Busy Period speed is a measure of network speed to the Network Boundary Point (NBP) at the customer premises. It is not a measure of the service user's received in-premises speed experience. Services do not always receive these speeds at all times. The NBN Speed Tiers we advertise represent the maximum possible speeds available during off-peak periods.

Our fixed-line services use Fibre to the Premise (FTTP), Fibre to the Node (FTTN), Fibre to the Curb (FTTC), Fibre to the Building (FTTB) or Hybrid Fibre Coaxial (HFC) technologies.

### Speed & Performance

Your NBN service can never go faster than the maximum attainable speed available at your premises. Once your service is working, we can check your maximum attainable speed for you. If your line cannot support the speed tier you're on, you can move to a lower-speed plan (if available) without penalty.

Most speed complaints are due to issues beyond the Network Boundary Point (NBP) within the customer premises for issues such as:

- Poor Wi-Fi (wireless) coverage  
Your devices may be too far away from your Wi-Fi access point/router. Wi-Fi signals are also susceptible to interference from electrical appliances or other neighbouring Wi-Fi. Wi-Fi boosters may help. Wherever possible, your devices should connect using an Ethernet cable, this is faster and more reliable than Wi-Fi.
- Quality of your modem/router;
- Excessive number of devices simultaneously connected;
- Cabling within the premises;
- The website/service you're connecting with and their servers;
- Subscribed to a low-speed tier plan.

If you require assistance with your in-home network and technology setup, we can help connect you with the right people.

### Medical & Security Alarms

If you have a back-to-base security or emergency response system, it's important that you check with your provider first before changing any existing services at the premises. You can also speak to our sales team about our own range of compatible Medical Alarm solutions.

### Power Outages

Your NBN service won't work during a power outage. This service does not include battery backup. If you have critical safety devices such as alarms, phones or fire indicator panels, you should consider connecting to a secondary communications technology such as a mobile network. Contact your critical safety device provider for details.