

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

| Our Speed Options                         | Standard <sup>1</sup> | Fixed Wireless Standard <sup>1</sup> | Fixed Wireless Plus <sup>1</sup> | Standard Plus <sup>1</sup> | Premium <sup>1</sup> | Home Superfast <sup>1</sup> | Home Ultrafast <sup>1</sup> |
|---|-----------------------|--------------------------------------|----------------------------------|----------------------------|----------------------|-----------------------------|-----------------------------|
| Typical Evening Download Speed            | 25 Mbps <sup>2</sup>  | 17 Mbps <sup>3</sup>                 | 30 Mbps <sup>3</sup>             | 50 Mbps <sup>3</sup>       | 95 Mbps <sup>2</sup> | 200 Mbps <sup>2</sup>       | 350 Mbps <sup>2</sup>       |
| Typical Evening Upload Speed              | 4 Mbps <sup>2</sup>   | 3 Mbps <sup>3</sup>                  | 4 Mbps <sup>3</sup>              | 17 Mbps <sup>3</sup>       | 17 Mbps <sup>2</sup> | 21 Mbps <sup>2</sup>        | 42 Mbps <sup>2</sup>        |
| <b>Video streaming</b>                    | SD streaming          | SD streaming                         | SD streaming                     | HD streaming               | 4K streaming         | 8K streaming                | 8K streaming                |
| <b>Emails &amp; social media</b>          | ✓                     | ✓                                    | ✓                                | ✓                          | ✓                    | ✓                           | ✓                           |
| <b>Working or schooling from home</b>     | ✓                     | ✓                                    | ✓                                | ✓                          | ✓                    | ✓                           | ✓                           |
| <b>Online gameplay</b>                    |                       |                                      |                                  | ✓                          | Multiple players     | Multiple players            | Multiple players            |
| <b>Faster 'off peak' gaming downloads</b> |                       |                                      |                                  |                            |                      | ✓                           | ✓                           |
| <b>Video Conferencing</b>                 |                       |                                      |                                  |                            | ✓                    | Multiple video conferences  | Multiple video conferences  |

<sup>1</sup>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.

<sup>2</sup>Typical evening upload and download speed (7pm–11pm) sampled 18 to 31 October 2023 for fixed line services. Speed may vary due to various factors. Speeds for Fibre to the Node (FTTN) and Fibre to the Curb (FTTC) customers will be confirmed once connected. See [About nbn™ Speeds](#) for more info.

<sup>3</sup>Typical evening upload and download speed (7pm – 11pm) as measured for fixed wireless services. Speed may vary due to various factors. Fixed Wireless speed are slower than fixed connections, may be impacted by cell congestion, and can only be determined after activation. Fixed Wireless Plus offers a theoretical maximum speed of 75/10. See [About nbn™ Speeds](#) for more info.

<sup>4</sup>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 Wifi 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 13 17 89.