

Key Facts Sheet: nbn® Fixed Line Services

nbn Speed Tier		Standard Plus	Premium	Superfast	Ultrafast	Superfast	Superfast II
nbn Speed (Mbps)		50/20 ¹	100/40 ¹	250/25 ¹	Up to 1000/50 ¹	250/100 ¹	500/200 ¹
Typical Busy Speed (9am-5pm Mon-Fri)	Download	50Mbps ²	100Mbps ²	200Mbps ²	Unavailable ³	Unavailable ³	Unavailable ³
	Upload	17Mbps ²	34Mbps ²	21Mbps ²	Unavailable ³	Unavailable ³	Unavailable ³
Connection Technology		HFC & FTTB/C/N/P	HFC, FTTC/P & selected FTTB/N	HFC		FTTP	
Simultaneous users		Up to 5	Up to 10	Up to 10	Up to 15	Up to 20	Up to 35
Emails and browsing		✓	✓	✓	✓	✓	✓
Voice calls		✓	✓	✓	✓	✓	✓
Video conferencing		✓	✓	✓	✓	✓	✓
SD video streaming		✓	✓	✓	✓	✓	✓
HD video streaming		✗	✗	✓	✓	✓	✓
Download/upload large files		✓	✓	✓	✓	✓	✓
Cloud-based Applications		✓	✓	✓	✓	✓	✓
Remote Working and VPN		✗	✓	✗	✓	✓	✓

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 busy period measured between 9am-5pm, Monday to Friday. The actual speeds that you experience may be slower than the theoretical maximum for your technology type and speed tier due to factors such as the quality and layout of copper wiring forming part of your connection and electrical interference. See [About nbn® Speeds](#) for more info.

³ These are new plans, we do not currently have enough data to provide the typical busy speed. As soon as it is available, we will update our website with this information. Actual speeds may be lower due to many factors including your network configuration and equipment limitations. You acknowledge that you are electing to purchase this plan without reliance on any typical busy speed representations.

FACTORS THAT MAY IMPACT PERFORMANCE

Your Internet experience can be affected by many factors:

- Your equipment and where you set up your modem/router can also impact performance. A central spot and away from your electric appliances can help, Wi-Fi extenders can also further benefit
- The condition of your internal wiring
- The network itself (congestion/length of copper used)
- Connecting via an ethernet cable is more reliable than the Wi-Fi network
- Wi-Fi interference, certain electrical equipment may cause this
- The number of devices online at the same time

POWER OUTAGE

In the event of a power outage, your service/s will not work unless you are on FTTP with an nbn® battery back-up installed and maintained. This means you are unable to make or receive calls. This service may not be appropriate if you

require an uninterrupted phone service with access to 000 emergency services.

MEDICAL/SECURITY ALARMS

It's vital that prior to entering into a contract you talk to your device provider for advice, and to find out if your device or service will work on the nbn™ access network, or what alternatives may be available. If you have a Medical/Security Alarm, you will have to register with nbn Co. Click [here](#) or call them on 1800 227 300.

FIXED WIRELESS

For more information about Fixed Wireless speeds, see: [Key Fact Sheet: nbn® Services \(Fixed Wireless\)](#).