

KEY FACTS SHEET: nbn™ SERVICES

| Commander Plans | Business One Bundle | Premium Speed Upgrade | Home Superfast Speed Upgrade | Home Ultrafast Speed Upgrade | Superfast Speed Upgrade | Superfast II Speed Upgrade |
|-----------------------------|---------------------|-------------------------------|------------------------------|------------------------------|-------------------------|----------------------------|
| nbn Speed Tier | Standard Plus | Premium | Home Superfast | Home Ultrafast | Superfast | Superfast II |
| nbn Speed (Mbps) | 50/20 | 100/40 | 250/25 | Up to 1000/50 | 250/100 | 500/200 |
| 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 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

nbn Speed Tier refers to the wholesale speed tiers provided to us by nbn Co Ltd. These speed tiers have theoretical maximum attainable download speeds of Standard Plus 50 Mbps, Premium 100 Mbps, Home Superfast 250 Mbps, Home Ultrafast up to 1000 Mbps, Superfast 250 Mbps and Superfast II 500 Mbps outside of peak hours. It's unlikely that you will experience these speeds. 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.

For FTTB/C/N customers, until your service is connected, we are unable to confirm your maximum attainable speed. If your line does not support your chosen speed tier, we will inform you and offer to change your speed tier and provide a refund or terminate your service without penalties.

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 \(Fixed Wireless\)](#).

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