



nbn® Internet Plans Key Facts Sheet

	Local nbn®50	Local nbn®100	Local nbn®250	Local nbn®500
Download Speed	50Mbps	100Mbps	250Mbps	500Mbps
Upload Speed	20Mbps	20Mbps	25Mbps	50Mbps
Recommended Users	1-2 People	2-3 People	3-5 people	5+ People
Online Gaming	×	✓	✓	✓
4K Streaming	×	✓	✓	✓
Email/Browsing/HD Streaming	✓	✓	✓	✓

Information on Speeds

It is not a guaranteed minimum speed.
Excludes Fibre to the Node (FTTN), Fibre to the Basement (FTTB) and Fibre to the Curb (FTTC) lines with limited maximum line speeds.

The actual speed experienced depends on a number of factors – see Technical Limitations below.

Information for FTTN, FTTB or FTTC Customers

The maximum line speed is the fastest speed you can get from an nbn service at your address. If your maximum line speed is not available during service qualification, we'll confirm it when your service is working. If this means your line can't support your chosen plan speed, we'll notify you of your remedies:

- Remaining on your current plan with no refund;
- If available, moving (at no cost) to a lower speed tier plan at a lower price and receive an applicable refund; or

- Exiting your plan without cost and receive an applicable refund (if any).

Technical Limitations/Factors Affecting Speed and Performance Include:

nbn Infrastructure

The length and quality of the copper used. (If applicable)

Age and Quality of Hardware/Software

This may include your modem, WiFi routers and whether you connect to the internet via Ethernet or WiFi.

WiFi Signal Strength and Interference

WiFi signals may be interrupted if positioned too close to other devices like a security camera or cordless telephones. Elevating your WiFi modem off the ground in an open and central location away from any walls or other obstructions will reduce the impact of the factors mentioned.



Number of Connected Devices

The number of devices on your home network being used at the same time.

Network Congestion

There are times when more people are using the network at the same time.

Where the Content is Coming From

Content that comes from overseas and content from servers that aren't large enough to cope with demand.

Power Failure

In most cases, nbn services will not function during a power failure. An nbn battery backup is available on request (extra charges may apply).

**Important Information Regarding
Medical/Security Alarms, Elevator
Emergency Phones and Other
Specialised Equipment**

You should contact your device provider to find out if your alarm or other devices will work before connecting to the nbn network and if not, what alternative solutions are available.