









| Basic Speed (nbn™ tier 12 ¹) | Standard Speed (nbn™ tier 25 ¹) | Standard Plus Speed (nbn™ tier 50 ¹) | Premium Speed (nbn™ tier 100 ¹) |
|--|--|--|--|
|  |  |  |  |
| 12Mbps | 24Mbps | 44Mbps | 80Mbps |
| typical busy period speed ² | typical busy period speed ² | typical busy period speed ² | typical busy period speed ² |
|  |  |  |  |
| 1–2 simultaneous users/devices | 1–3 simultaneous users/devices | 3–6 simultaneous users/devices | 6–9 simultaneous users/devices |
| <input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Website management & social media <input checked="" type="checkbox"/> Accessing cloud or server based services <input checked="" type="checkbox"/> Downloading/uploading large files such as cloud backups | <input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Website management & social media <input checked="" type="checkbox"/> Accessing cloud or server based services <input checked="" type="checkbox"/> Downloading/uploading large files such as cloud backups | <input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Website management & social media <input checked="" type="checkbox"/> Accessing cloud or server based services <input checked="" type="checkbox"/> Downloading/uploading large files such as cloud backups | <input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Website management & social media <input checked="" type="checkbox"/> Accessing cloud or server based services <input checked="" type="checkbox"/> Downloading/uploading large files such as cloud backups |

¹This represents the underlying speed tier that your nbn™ plan is on and represents the maximum possible during off-peak periods. ²This represents the average measured download speeds between 9am and 5pm.

FTTB/FTTC/FTTN speeds

Until your service is activated we are unable to confirm your maximum attainable speed. If it is found that the network infrastructure underlying your connection to the nbn™ is not capable of providing the speed tier you have nominated, we will inform you and offer to change your plan to a lower speed tier.

Power outages

nbn™ services will not function during a power outage unless connected using nbn™ FTTP and a working nbn™ battery backup unit is installed.

Medical and security alarms

Before entering into a consumer contract, you should first contact your alarm provider to assess whether your alarm is compatible with an nbn™ service. If your alarm is not compatible, you'll need to identify what alternatives are available with your alarm provider.

Factors affecting performance

Your speed or performance may be reduced by other factors such as:

- Set up at your premises (such as modem/router location and/or internal wiring);
- The number of simultaneous users/devices at the premises;
- The type of nbn™ technology available to you;
- Hardware and software configuration;
- Whether your device is connected by Wi-Fi rather than Ethernet cable;
- The type/source of content being downloaded;
- Limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use;
- Current local nbn™ traffic.

Improving performance

To improve performance, we recommend placing your modem/router in a central position, away from electric appliances and connecting your devices via Ethernet cable where possible.