



Standard Plus (nbn™ tier 50 ¹)	Premium (nbn™ tier 100 ¹)
<div data-bbox="384 398 501 488"></div> <p data-bbox="389 495 496 528">44Mbps</p> <p data-bbox="296 551 588 584">typical evening speed²</p> <div data-bbox="336 618 549 714"></div> <p data-bbox="252 759 639 846">1—7 users with continuous or frequent commercial usage</p> <div data-bbox="129 891 1481 981"> <ul style="list-style-type: none"> Video conferencing HD video streaming Emails & web browsing Making phone calls (VoIP) Running an EFTPOS system Website management & social media Accessing cloud/server based services </div>	<div data-bbox="1082 398 1198 488"></div> <p data-bbox="1086 495 1193 528">80Mbps</p> <p data-bbox="994 551 1286 584">typical evening speed²</p> <div data-bbox="1023 618 1259 714"></div> <p data-bbox="951 759 1339 846">1-15 users with continuous or frequent commercial usage</p>

¹ This represents the underlying speed tier that your nbn plan is on and represents the maximum possible during off-peak periods. ² This 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.