









Basic Speed (nbn™ tier 12 <sup>1</sup> )	Standard Speed (nbn™ tier 25 <sup>1</sup> )	Standard Plus Speed (nbn™ tier 50 <sup>1</sup> )	Premium Speed (nbn™ tier 100 <sup>1</sup> )
 12Mbps	 24Mbps	 44Mbps	 80Mbps
typical evening speed <sup>2</sup>	typical evening speed <sup>2</sup>	typical evening speed <sup>2</sup>	typical evening speed <sup>2</sup>
 1–2 simultaneous users/devices	 1–3 simultaneous users/devices	 3–6 simultaneous users/devices	 6–9 simultaneous users/devices
✓ Making phone calls (VoIP)	✓ Making phone calls (VoIP)	✓ Making phone calls (VoIP)	✓ Making phone calls (VoIP)
✓ Emails & web browsing	✓ Emails & web browsing	✓ Emails & web browsing	✓ Emails & web browsing
✓ Social media	✓ Social media	✓ Social media	✓ Social media
✗ Online gaming	✓ Online gaming	✓ Online gaming	✓ Online gaming
✓ Standard Definition (SD) streaming on 1 device	✓ Standard Definition (SD) streaming	✓ Standard Definition (SD) streaming	✓ Standard Definition (SD) streaming
✗ High Definition (HD) streaming	✓ High Definition (HD) streaming	✓ High Definition (HD) streaming	✓ High Definition (HD) streaming
✗ UHD/4K streaming	✗ UHD/4K streaming	✗ UHD/4K streaming	✓ UHD/4K streaming

<sup>1</sup>This represents the underlying speed tier that your nbn™ plan is on and represents the maximum possible during off-peak periods. <sup>2</sup>This represents the average measured download speeds between 7pm and 11pm.

### 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 in the home

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 in the home

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.