

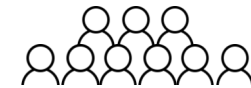


## Premium Speed (nbn™ tier 100<sup>1</sup>)



80Mbps

typical busy period speed<sup>2</sup>



6-9 simultaneous  
users/devices

- ✓ Emails & web browsing
  - ✓ Making phone calls (VoIP)
  - ✓ Website management & social media
- ✓ Accessing cloud or server based services
  - ✓ Downloading/uploading large files such as cloud backups

<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 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.

- 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.

### Power outages

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

### 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.

### 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;