

nbn™ speed tier	nbn™ 12	nbn™ 25	nbn™ 50	nbn™ 100
Typical busy period download speed	10Mbps	19Mbps	42Mbps	83Mbps
Simultaneous use	1-2 people	2-4 people	4-6 people	6+ people
What you can and cannot do during the Typical Busy Download Period	Emails & Browsing Social media Music streaming HD video streaming X 4K video streaming X More than one HD video stream	Emails & surfing the web Social media Music streaming Online gaming 2 x HD video streaming	Emails & surfing the web Social media Music streaming Online gaming 3 x HD or 1 x 4K video streaming	Emails & surfing the web Social media Music streaming Online gaming 2 x 4K video streaming

nbn™ Speed Tier is the maximum speed possible outside of peak hours and is subject to the technical limitations of the nbn™ network. The Typical Busy Download Speed is the typical download speed you will experience between 7pm to 11pm nightly.

Technical Limitations of the nbn™

If your electricity goes out, you won't be able to make telephone calls or use the Internet unless your nbn™ service is supplied over fibre with an nbn™ battery back-up unit, and you have an alternate electricity supply for your own equipment.

If you use a medical or security alarm, you must make your own enquiries to see if they are compatible with the nbn™ before signing up with us. If you do have one of these devices, we recommend using a mobile cellular service instead of the nbn™. If you do insist on using the nbn™, you should register your device on the nbn™ Medical Alarm Register at www.nbnco.com.au.

If your service is delivered over nbn's copper or fixed wireless infrastructure, it is possible that you may not ever be able to achieve the Speed Tier speeds. If this is the case, we will recommend or move you to a Speed Tier appropriate for your circumstances, or you can cancel your service. Generally, speeds may be affected by: the quality of your modem, internal wiring in your home, the distance between your Wi-Fi modem and your devices, electrical and Wi-Fi interference, network or internet congestion, weather or infrastructure faults. You can contact us on 13 14 13 and we can assist you in diagnosing and resolving such problems.