

## Key Facts Sheet: nbn services

This is essential information to help you choose the right nbn plan

nbn plan	<b>Crikey 25/10</b>	<b>Ripper 50/20</b>	<b>No Worries 100/20</b>	<b>You Beaut 100/40</b>	<b>Fair Dinkum 250/25</b>	<b>No Dramas Wireless +</b>
<b>Typical busy period download speed (FTTP, FTTN/B, HFC, FTTC)</b>	25Mbps	48Mbps	95Mbps	95Mbps	202Mbps	Fixed Wireless speeds are variable*
<b>Simultaneous use</b>	4-6 people	6+ people	6+ people	6+ people	6+ people	3-4 people
<b>What you can and cannot do during the Typical Busy Period</b>	Email, browsing, social media, music video streaming, online gaming, 5+ x high definition video streams or 1 x ultra high definition 4K video streams	Email, browsing, social media, music video streaming, online gaming, 7+ x high definition video streams or 2 x ultra high definition 4K video streams	Email, browsing, social media, music video streaming, online gaming, 7+ x high definition video streams or 4 x ultra high definition 4K video streams	Email, browsing, social media, music video streaming, online gaming, 7+ x high definition video streams or 4 x ultra high definition 4K video streams	Email, browsing, social media, music video streaming, online gaming, 7+ x high definition video streams or 7+ x ultra high definition 4K video streams	Email, browsing, social media, music video streaming, online gaming, 2+ x high definition video streams or 0 ultra high definition 4K video streams

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.

\*There are nbn™ Fixed Wireless regions that are experiencing service congestion due to limitations of nbn™ infrastructure. This congestion may significantly affect the performance of Fixed Wireless services.

### 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. Severe weather events, including heavy rain, may affect nbn™ Fixed Wireless services.

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](http://www.nbnco.com.au).

If your service is delivered over nbn's copper 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.