

Key Facts Sheet: nbn® services

Higher-speed plans

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

mate.
internet ♥ mobile

nbn® plan				
No Worries 500/50	Fair Dinkum 750/50	Flamin' Fast 1000/100	Scorchin' Fast 2000/100	Scorchin' Fast 2000/200
Typical busy period speeds (Download/Upload)				
485/46 Mbps	719/46 Mbps	831/96 Mbps	1831/96 Mbps	1831/196 Mbps
People online at the same time on multiple devices				
6+ people	7+ people	7+ people	10+ people	10+ people
What you can do during the typical busy period				
• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Online gaming • Download & upload large files	• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Online gaming • Download & upload large files	• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Online gaming • Download & upload large files	• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Online gaming • Download & upload large files	• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Online gaming • Download & upload large files
nbn® technology				
• Fibre to the Premises (FTTP) • Hybrid Fibre Coaxial (HFC)	• Fibre to the Premises (FTTP) • Hybrid Fibre Coaxial (HFC)	• Fibre to the Premises (FTTP) • Hybrid Fibre Coaxial (HFC)	• Hybrid Fibre Coaxial (HFC)	• Fibre to the Premises (FTTP)

Speed information

- nbn® Speed Tier is the maximum speed possible outside of peak hours and is subject to the technical limitations of the nbn® network.
- Typical busy period speeds are based on speed test results of existing customers between 7pm-11pm and are subject to change.
- Actual speeds may be lower. Factors that can affect your speeds include: In-home wiring, modem/router quality, distance from your Wi-Fi modem, number of connected devices, electrical or Wi-Fi interference, network or internet congestion, performance of third-party networks and interconnection points outside our control.
- Wi-Fi connected devices may experience slower speeds than devices connected by Ethernet.
- For help diagnosing issues, please contact us on 13 14 13.

Power and safety considerations

- If your electricity goes out, you will not 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 alternative electricity supply for your equipment.
- If you use a medical or security alarm, you must check with your alarm provider to confirm nbn® compatibility before signing up.



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