

Key Facts Sheet: nbn® services

Regular speed plans

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

mate.
internet ♥ mobile

nbn® plan			
Crikey 25/10	Ripper 50/20	No Worries 100/20	You Beaut 100/40
Typical busy period speeds (Download/Upload)			
25/10 Mbps	49/19 Mbps	97/19 Mbps	97/36 Mbps
People online at the same time on multiple devices			
1-2 people	2-3 people	4-5 people	4-5 people
What you can do during the typical busy period			
• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming SD video	• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Online gaming	• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Online gaming • Download large files	• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Online gaming • Download & upload large files

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.

Technology limitations

- If your service is delivered over nbn® copper infrastructure, you may not be able to achieve the maximum Speed Tier speeds. In that case, we will recommend or move you to a more suitable Speed Tier, or you can cancel your service.

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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