

# Key Facts Sheet: nbn® Fixed Line Services

nbn Speed Tier		Standard Plus	Premium	Superfast	Ultrafast	Superfast	Superfast II	Ultrafast
nbn Speed (Mbps)		50/20 <sup>1</sup>	100/40 <sup>1</sup>	250/25 <sup>1</sup>	Up to 1000/50 <sup>1</sup>	250/100 <sup>1</sup>	500/200 <sup>1</sup>	1000/400 <sup>1</sup>
Typical Busy Speed (9 am-5 pm Mon-Fri)	Download	50Mbps <sup>2</sup>	100Mbps <sup>2</sup>	Unavailable <sup>3</sup>	Unavailable <sup>3</sup>	Unavailable <sup>3</sup>	Unavailable <sup>3</sup>	Unavailable <sup>3</sup>
	Upload	19Mbps <sup>2</sup>	38Mbps <sup>2</sup>	Unavailable <sup>3</sup>	Unavailable <sup>3</sup>	Unavailable <sup>3</sup>	Unavailable <sup>3</sup>	Unavailable <sup>3</sup>
Connection Technology		HFC & FTTB/C/N/P	HFC, FTTC/P & selected FTTB/N	HFC		FTTP		
Simultaneous users		Up to 5	Up to 10	Up to 10	Up to 15	Up to 20	Up to 35	Up to 50
Emails and browsing		✓	✓	✓	✓	✓	✓	✓
Voice calls		✓	✓	✓	✓	✓	✓	✓
Video conferencing		✓	✓	✓	✓	✓	✓	✓
SD video streaming		✓	✓	✓	✓	✓	✓	✓
HD video streaming		✗	✗	✓	✓	✓	✓	✓
Download/upload large files		✓	✓	✓	✓	✓	✓	✓
Cloud-based Applications		✓	✓	✓	✓	✓	✓	✓
Remote Working and VPN		✗	✓	✗	✓	✓	✓	✓

<sup>1</sup>This is the maximum line speed possible outside of peak hours; it's unlikely that you will experience these speeds. Not all speeds are available in all areas.

<sup>2</sup>Typical busy download and upload speeds as measured for Fixed Line Services only.

We cannot confirm the maximum attainable speed for FTTB/C/N customers until your service is connected. The actual speeds you experience may be slower than the theoretical maximum for your technology type and speed tier due to factors such as the quality and layout of copper wiring forming part of your connection and electrical interference. See [nbn® Speeds Explained](#) for more info.

<sup>3</sup>As these are new plans, not enough data has been accumulated to provide the typical busy speed. We will update our website as soon as the data becomes available. Please note that actual speeds can be impacted by many different factors, including network configuration and equipment limitations. You acknowledge that you have selected this plan without reliance on typical busy speed representations.

## FACTORS THAT MAY IMPACT PERFORMANCE

Many different factors can impact Internet performance. These can include:

- The equipment you use and the location of your modem/router: We suggest selecting a location away from other electric appliances. You can also use Wi-Fi extenders to boost connectivity
- The condition of your internal wiring
- The network itself (congestion/length of copper used)
- Connecting to the Internet via a Wi-Fi network instead of an ethernet cable
- Wi-Fi Interference caused by nearby electronic equipment
- The number of devices online at the same time

## POWER OUTAGE

In the event of a power outage, your service/s will not work unless you are on FTTP with an nbn® battery backup installed and maintained. This means you are unable to make or receive calls. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services.

## MEDICAL/SECURITY ALARMS

You must consult with your device provider for advice before entering a contract. This will help determine if your device or service will work on the nbn® access network or what alternatives may be available.

**FIXED WIRELESS** For more information about Fixed Wireless speeds, see [Key Fact Sheet: nbn® Services \(Fixed Wireless\)](#).