

nbn® Seniors Card plan Key Facts Sheet

nbn Speed Tier*	NBN12	NBN12
Technology	nbn FTTB/B/N/C & HFC	nbn Wireless
Typical evening speed (7pm-11pm)#	12Mbps Download 0.8 Mbps Upload	11Mbps Download 0.9Mbps Upload
Making phone calls (VoIP)	✓	✓
Email, social media & web browsing	✓	✓
Standard Definition (SD) streaming	✓	✓
High Definition (HD) & UHD/4K streaming	×	×
# of simultaneous users / devices (approx.)	1	1

*The maximum possible speed that is available outside the busy period of 7pm – 11pm is 12Mbps (nbn12).

#Typical evening speeds are subject to change. Speeds are not guaranteed and may vary.

NBN12 the underlying speed tier that your nbn plan is on and represent the maximum possible speed that is available outside the busy periods of 7pm to 11pm.

Factors at your premises that can affect data speeds and performance

Poor performance may be caused by...	You may be able to improve this by...
Poor WiFi signal strength or signal interference	Connecting devices via Ethernet cable or by placing modem in an unobstructed area.
Modem, WiFi router or network cables	Using current hardware with technical specifications suitable for your nbn plan.
Too many simultaneous users	Managing your household usage according to the above guide.

nbn Fair Use Policy Enforcement: Where you use nbn Wireless services and your usage falls within certain parameters set by nbn®, your download or upload speeds may be impacted by nbn®'s enforcement of its Fair Use Policy. This could mean you may, from time to time, experience slower speeds depending on your usage, the time of day and the type of applications you are using.

nbn Wireless: Following activation, nbn® will inform iiNet whether your nbn Wireless service is connected to a wireless cell experiencing congestion. Once we receive this information from nbn®, we'll send you an email if you are affected, stating your speed results and your options, which may include the option to move to a lower speed plan, a refund for speeds you cannot receive, or to cancel your service and change providers without contract break fees.

nbn FTTB/N/C: Your speeds are affected by the length and quality of the copper used by nbn®. If nbn® advises us that the maximum attainable line speed for your service doesn't support the speed tier of the nbn Seniors Card Plan, we'll let you know. If you are satisfied with the speeds that you are getting, you do not need to do anything. If you are not satisfied, we will give you the option to cancel your plan at no cost and receive a refund of fees paid to date (including setup costs). If you choose this option, you must notify us within 10 business days of receiving the information about your maximum attainable line speed from us. Refunds will be processed in the next billing cycle and the total refund amount will be specified in your next account statement.

In the event of a power outage: nbn services will not function except for nbn FTTB services with a working battery backup unit installed.

Medical and security alarm services: Before switching to nbn, please contact your alarm provider to assess whether your alarm is compatible with an nbn service and identify available alternatives if your alarm services are not compatible.