

NBN™ Key Facts Sheet

This information applies to the following NBN™ plans delivered on fixed line connections i.e. NBN™ FTTB/B/N/C & HFC: NBN12 500; NBN12 Unlimited; NBN50 Unlimited Incl LN Calls; NBN50 Unlimited Incl LNM Calls; NBN100 Unlimited; NBN100 Unlimited Incl LN Calls; NBN100 Unlimited Incl LNM Calls; Business NBN50 Essentials; Business NBN50 Value; Business NBN50 Ultimate; Business NBN100 Essentials; Business NBN100 Value; Business NBN100 Ultimate.

Below indicates your NBN™ plan's typical download speeds and online usage during the busy period. The busy period is 7pm-11pm for Residential plans and 9am-5pm for Business plans.

| NBN Speed Tier | NBN12 | NBN50 | NBN100 |
|---|----------|---------------|----------|
| Speed Label | Basic | Standard Plus | Premium |
| Typical evening speed (7pm-11pm) | 9.6Mbps | 46.0Mbps | 78.5Mbps |
| Typical business hours speed (9am-5pm) | 10.3Mbps | 47.0Mbps | 86.7Mbps |
| Making phone calls (VoIP) | ✓ | ✓ | ✓ |
| Email, social media & web browsing | ✓ | ✓ | ✓ |
| Standard Definition (SD) streaming | ✓ | ✓ | ✓ |
| High Definition (HD) streaming | × | ✓ | ✓ |
| UHD/4K streaming | × | ✓ | ✓ |
| # of simultaneous users / devices (approx.) | 1-3 | 3-6 | 6-9 |

NBN12, NBN50 and NBN100 indicate the underlying speed tier that your NBN™ plan is on and represent the maximum possible speed that is available outside the busy periods indicated above.

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. |

If your plan is delivered on NBN™ FTTB/N/C, your speeds are affected by the length and quality of the copper used by NBN Co. Once your service is activated, we will send you an email stating your line speed as determined by NBN Co (around 3 weeks after activation). If your line can not support the speed tier that your NBN™ plan is on, you have the option to move to a lower speed plan (if available) or to change providers within 60 days without contract break fees. Both options include a refund, to be calculated accordingly.

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.

Information is current as of 16 July 2018, is subject to change without notice.