

Our Speed Options

nbn®	12/1	25/5 25/10	50/20	100/20 FW+	100/40	500/50	750/50	250/100	500/20	1000/100 1000/400
Typical busy-period speed	12/10	24/4 24/9	49/16	99/16	99/32	490/40	605/40	245/80	490/160	845/80 845/320
No. of People Using the Internet	1-2	2-3	3-4	4-6	4-6	4-8	6-9	6-8	8-10	10+
Email / Browsing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cloud Storage Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4K Streaming / Faster Downloads	—	—	—	✓	✓	✓	✓	✓	✓	✓
Virtual Conference Rooms / Faster Uploads	—	—	—	—	✓	✓	✓	✓	✓	✓

Tier speeds refer to nbn® wholesale speed tiers provided to us by NBN Co. Each of these speed tiers has a theoretical maximum line speed outside of peak hours. The actual speeds that you experience may be slower than the theoretical maximum for your technology type and speed tier due to a variety of factors, such as electrical interference and the quality and layout of copper wiring forming part of your connection.

For Fixed Wireless (FW), FTTB, FTTC & FTTN Customers, we are unable to confirm your maximum attainable speed until your service is connected. If your line does not support your selected speed tier, we will advise you. Wireless speeds may also be materially affected by network congestion.

Factors that may affect performance

- ➔ Your equipment
- ➔ Internal wiring
- ➔ The network itself (congestion / length of copper used)
- ➔ Wi-Fi interference
- ➔ The number of devices online at the same time
- ➔ For Fixed Wireless; the signal strength or obstruction to line of sight, and weather conditions like extreme heat and heavy rain.

Power Outage

For better performance, place your modem in a central location, minimise barriers, use a wired (Ethernet) connection for gaming or large file transfers, and aim to reduce simultaneous heavy internet use during peak times.

Medical & Security Alarm Services

It's vital that you talk to your device provider for advice, and to find out if your device or service will work on the nbn access network, or what alternatives may be available. If you have a medical or security alarm, you will need to register with nbn Co by calling 1800 227 300. nbn®, nbn Co and other nbn® logos and brands are trademarks of nbn Co limited and used under license.