

# nbn® Fibre Key Facts Sheet (FTTB/N/C/P & HFC)



nbn® Speed Tier*	NBN12	NBN25	NBN50	NBN100 <sup>1</sup>	NBN500 <sup>2</sup>	Superfast <sup>2</sup>	Ultrafast <sup>2</sup>
Typical Evening download speed <sup>#</sup> (7pm-11pm)	12Mbps	25Mbps	50Mbps	99Mbps	500Mbps	740Mbps	820Mbps
Typical Evening upload speed <sup>#</sup> (7pm-11pm)	0.8Mbps	4Mbps	17Mbps	17Mbps	42Mbps	42Mbps	85Mbps
Browsing, social media, VoIP calls, emails & SD streaming	✓	✓	✓	✓	✓	✓	✓
HD streaming	x	✓	✓	✓	✓	✓	✓
UHD/4K streaming	x	x	✓	✓	✓	✓	✓
# of simultaneous users / devices (approx.)	1-3	1-3	3-6	6-9	9-20	9-20	9-20

\* The nbn® speed tier is the maximum possible download speed available outside the busy period of 7pm – 11pm.

<sup>1</sup> Available at FTTB/N/C addresses only.

<sup>2</sup> Available at FTTP/HFC addresses only. A high-speed compatible modem is required.

<sup>#</sup> Typical evening speeds are subject to change. Speeds are not guaranteed and may vary. Typical evening upload speeds are estimated by reference to the maximum upload speed.

## 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 Wi-Fi signal strength or signal interference	Connecting devices via Ethernet cable or by placing modem in an unobstructed area.
Modem, Wi-Fi 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® FTTB/N/C:** Speeds are affected by the length and quality of the copper used by nbn®. We'll let you know if nbn® advises us that the maximum attainable line speed for your service doesn't support the speed tier of the plan you've chosen. If you're satisfied with the speed that you are getting, you don't need to do anything. If you're not satisfied, we will give you the option to:

- move (at no cost) to a lower speed tier plan of your choice and receive a credit to your account to reflect the difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed tier plan offered by Internode you do not have this option); or
- 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/credits will be processed in the next billing cycle, and the total refund/credit amount will be specified in your next account statement.

**In the event of a power outage:** nbn® services will not function. We don't supply a battery backup service.

**Medical and security alarm services:** Before switching to nbn®, please contact your alarm provider to see if your alarm is compatible with the nbn® service and identify available alternatives if needed.