

nbn® speed tier*	NBN12	NBN25
Typical evening download speed# (7pm-11pm)	11Mbps	20Mbps
Typical evening upload speed# (7pm-11pm)	0.9Mbps	3.8Mbps
Browsing, social media, VoIP calls, emails & SD streaming	✓	✓
High Definition (HD) streaming	×	✓+
UHD/4K streaming	×	×
# of simultaneous users / devices (approx.)	1-3	2-5

+ Multiple HD videos streaming simultaneously are not recommended on this speed.

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

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:

- **nbn® Infrastructure:** The quality and location of the antenna mounted on the roof.
- **Interference:** Predicted and actual coverage may vary due to the nature of radio based mobile networks and other factors at any specific location, such as distance and line of sight from the network base station, building materials, and geographic features (hills, buildings, and trees etc.).
- **nbn® Fair Use Policy Enforcement:** Where you use nbn® Fixed 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.
- **Weather:** Extreme heat or rain may impact services on the nbn at your premises or at the nbn® base station.
- **Latency:** nbn® Fixed Wireless may not be suitable for online gaming. Very large files might be slow to load.
- **Quality of in-premises hardware:** Capability of customer hardware including Wi-Fi enabled devices and ethernet cables.
- **Wi-Fi signal interference:** Wi-Fi signal quality may vary due to the number of devices connected, distance from modem, modem proximity to indoor plants/metal objects, connection to 5GHz/2.4GHz Wi-Fi network and any obstacles between devices and modem.
- **Number of connected devices:** When too many devices share the same bandwidth, data flow is limited.
- **Which content is being accessed:** There may be particular issues affecting a specific website or online game (e.g. insufficient server capacity).

Following activation, we’ll let you know if nbn® advises us that your service is connected to a wireless cell experiencing congestion. If we receive this information, we’ll send you an email 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.

In the event of a power outage: nbn® services will not function.

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