

Key Facts Sheet: nbn™ Services



The information detailed within the Key Facts Sheet is applicable to all consumer nbn™ plans.

Speed Tiers		12/1 Basic (NBN12)	25/5 Boost (NBN25)	50/20 Boost Plus (NBN50)	100/20 Superfast (NBN100)	100/40 Superfast (NBN100)	250/25 Rocket (NBN 250)
Fixed Line nbn™ Networks FttP, FttN, FttC, FttB, HFC	Typical Evening Speeds 7pm–11pm	10.3 Mbps	21.5 Mbps	43 Mbps	86 Mbps	86 Mbps	216 Mbps*
Fixed Wireless	Maximum Off-peak Speed	9 Mbps	18 Mbps	36 Mbps	–	–	–

*nbn™ Fiber 250/25 Rocket Plan only available at FTTP and limited HFC technology locations.

Typical Evening Speed

The typical expected experience between 7pm–11pm which is the busy time for Internet traffic. It is not a guaranteed minimum speed.

The actual speed experienced depends on a number of factors – see Technical Limitations below. Excludes Fixed Wireless customers and FTTP/B lines with limited maximum line speeds.

Fibre to the Node/Building/Curb

Your nbn™ service can never go faster than the maximum line speed available at your home. You will have your line speed confirmed by nbn™ when it becomes available to us. If the plan have chosen can't be supported by the line, your choices are:

- Moving to a lower plan without charge
- Remaining on your current plan with no refund

	1–2 People	1–3 People	2–4 People	5+ People	5+ People	5+ People
Recommended Speed Tier	12/1 Basic (NBN12)	25/5 Boost (NBN25)	50/20 Boost Plus (NBN50)	100/20 Superfast (NBN100)	100/40 Superfast (NBN100)	250/25 Rocket (NBN 250)
Emails & Browsing	Best	Best	Best	Best	Best	Best
Standard Definition Music/Video Streaming	Best	Best	Best	Best	Best	Best
High Definition Music/Video Streaming	Not Recommended	Good	Best	Best	Best	Best
Ultra High / 4K Definition Music/Video Streaming	Not Recommended	Not Recommended	Good	Best	Best	Best
Online Gaming	Not Recommended	Good	Best	Best	Best	Best
Download & Upload Large Files	Not Recommended	Good	Best	Best	Best	Best

Technical Limitations/Factors Affecting Speed and Performance Include:

nbn™ Infrastructure:

The length and quality of the copper used.

Age and Quality of Hardware/Software:

This may include your modem, WiFi routers and whether you connect to the internet via Ethernet or WiFi.

WiFi Signal Interference:

WiFi signals may be interrupted if positioned too close to other devices like a security camera or cordless telephones.

Network Congestion:

There are times when more people are using the network at the same time.

Where's the Content Coming From?

Content that comes from overseas and content from servers that aren't able to cope with demand.

Number of Connected Devices:

The number of devices being used at the same time.

Power Failure:

NBN service will not work during power failures.

Medical/Security Alarms:

You should contact your device provider to find out if your alarm or other devices will work before connecting to the nbn™ network and if not, what alternative solutions are available.

Priority Assistance:

If you need telephone service but have a life-threatening medical condition, or live with someone that does, please seek a provider that can offer you a service with Priority Assistance. OCCOM does not offer telephone services with Priority Assistance.