

# 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) |
|---|---------------------------------|--------------------|--------------------|--------------------------|---------------------------|---------------------------|-------------------------|
| 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*               |

\*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

| Plan                     |  |
|--------------------------|--|
| nbn™ Fixed Wireless Plus | Fixed Wireless speeds are variable and may be significantly impacted by congestion. Speeds achieved can only be confirmed once a service is activated. Services delivered over Fixed Wireless may not be able to obtain typical plan speeds. The speed of your service may be affected by a range of factors local to your premises. |

\*The capacity on the nbn™ fixed wireless network is finite and nbn™ is responsible for upgrading the network to meet current and future demands on the capacity. In areas where the company does not satisfy the current demand for capacity, data speeds may be significantly degraded.

|  | 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.