

## KEY FACTS SHEET: NBN® SERVICES

NBN® Plan	NBN® Home Basic 12/1 Mbps	NBN® Home Standard 25/10 Mbps	NBN® Home Standard Plus 50/20 Mbps	NBN® Home Fast 500/50 Mbps	NBN® Home Superfast 750/50 Mbps	NBN® Home Ultrafast 1000/100 Mbps
People online at the same time on multiple devices	1-2 People	1-2 People	4-6 People	6-9 People	6-9 People	6-9 People
*Typical evening download speeds (7pm-11pm)	11 Mbps	24 Mbps	48 Mbps	500 Mbps	600 Mbps	815 Mbps
*Typical evening upload speeds (7pm-11pm)	.85 Mbps	4 Mbps	17 Mbps	40 Mbps	40 Mbps	80 Mbps
Emails and web browsing	Yes	Yes	Yes	Yes	Yes	Yes
Social Media	Yes	Yes	Yes	Yes	Yes	Yes
Streaming SD Video	Yes	Yes	Yes	Yes	Yes	Yes
Streaming HD Video	No	Yes	Yes	Yes	Yes	Yes
Streaming 4K Video	No	No	No	Yes	Yes	Yes
Multiple devices 4K Video Streaming	No	No	No	No	Yes	Yes
Streaming 8K Video	No	No	No	No	No	Yes
Online Gaming	No	Yes	Yes	Yes	Yes	Yes
Download and Upload files large files	No	Yes	Yes	Yes	Yes	Yes
Multiple Devices Download and Upload large files	No	No	No	No	No	Yes

\*The NBN® Speed Tier represents the maximum possible download speeds available during off-peak periods, constrained by the technical capabilities of the NBN® network. Meanwhile, the Typical Busy Download Speed indicates the average download speed users can expect from 7 PM to 11 PM daily. In certain NBN® Fixed Wireless areas, service congestion due to infrastructure limitations may substantially impact the performance of Fixed Wireless services. Once connected, customers using Fibre to the Basement (FTTB), Fibre to the Node (FTTN), and Fibre to the Curb (FTTC) will be informed of their actual download speed, with the option to switch to a lower speed plan without incurring penalties. Superfast NBN® and Lightspeed NBN® speeds are exclusively accessible in Fibre to the Premises (FTTP) and select Hybrid Fibre Coaxial (HFC) technology areas. WiFi-connected devices may experience slower speeds compared to those connected via Ethernet. The typical Telstra NBN® Evening Upload Speed range from 4-50 Mbps, depending on the plan. For additional details regarding plan names such as NBN® Home Basic, NBN® Home Standard, NBN® Home Standard Plus, NBN® Home Fast, NBN® Home Superfast, NBN® Home Ultrafast and their respective specifications, please refer to the ACCC website for comprehensive information on broadband speeds.

### Technical constraints

Technical constraints of the NBN® include various factors affecting service reliability and performance. NBN services will not function during a power failure unless the NBN service is connected using FTTP and an NBN battery backup power supply unit is also installed and working. Additionally, severe weather conditions such as heavy rain may impact NBN® Fixed Wireless services. Furthermore, if you rely on medical or security alarms, it's essential to confirm their compatibility with the NBN® before subscribing. Alternatively, considering a mobile cellular service might be more suitable. However, if you opt for NBN®, registering your device on the NBN® Medical Alarm Register is advisable. Register at [www.nbnco.com.au](http://www.nbnco.com.au)

Moreover, if your service is delivered via NBN's copper infrastructure, achieving the advertised Speed Tier speeds might not be feasible. In such cases, recommendations for a suitable Speed Tier or cancellation of the service may be suggested. Various factors like modem quality, internal wiring, Wi-Fi modem distance, interference, congestion, weather, or infrastructure faults can affect speeds. Contacting customer support at 1300 835 746 Telsim can assist in identifying and resolving these issues.

### Factors that can affect your NBN® service speed.

Several variables can influence the actual speed experienced with your NBN® service:

- The specific NBN® speed tier you've selected
- Placement of your WiFi modem within your premises
- Distance between your device and the WiFi modem
- Interference from other networks and electrical devices affecting your WiFi signal
- Condition and efficiency of the wiring infrastructure at your location
- Network capacity and the volume of traffic it handles
- The type of technology used to connect your address to the network
- The speed of the website you're accessing

It's important to note that speed tier descriptors, as advertised on our website and in promotional materials, denote the maximum attainable speed during off-peak hours.

### NBN® speed at house premises (FTTN, FTTB, FTTC)

If you're connected to the NBN® through Fibre to the Node, Fibre to the Basement, or Fibre to the Curb, your Fibre service's speed is limited to the maximum line speed available at your premises. Upon connection, we assess your NBN® line's capability and compare it with the speed plan you've selected. Within 1-2 days, we'll notify you via email about the test results. If your line can't support the speed plan you've chosen, you have the option to exit your plan without incurring any costs or switch to a lower-speed plan at no additional expense.

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