Key Facts Sheet: nbn® Service

Residential higher plans

How fast is the plan and what can it do?

nbn® Plan	Home Superfast 250/100	Home Superfast 500/50	Home Superfast 500/200	Home Superfast 750/50	Home Ultrafast 1000/100	Home Ultrafast 1000/400	Home Hyperfast 2000/100	Home Hyperfast 2000/200
People online at the same time on multiple devices	9+	9+	11+	12+	13+	15+	30+	30+
Typical evening **download** speeds (7pm-11pm)	250Mbps	500Mbps	500Mbps	750Mbps	875Mbps	875Mbps	1780Mbps	1810Mbps
Typical evening **upload** speeds (7pm-11pm)	89Mbps	44Mbps	178Mbps	44Mbps	92Mbps	339Mbps	92Mbps	178Mbps
Home VoIP phone	✓	✓	✓	✓	✓	✓	✓	✓
Emails & web browsing	✓	✓	✓	✓	✓	✓	✓	✓
Streaming HD video	✓	✓	✓	✓	✓	✓	✓	✓
Streaming UHD video	✓	✓	✓	✓	✓	✓	✓	✓
Online gaming	✓	✓	✓	✓	✓	✓	✓	✓
Download & upload files	✓	✓	✓	✓	✓	✓	✓	✓
Download & upload large files	✓	✓	✓	✓	✓	✓	✓	✓
Available on nbn® technologies	FTTP/HFC	FTTP/HFC	FTTP	FTTP/HFC	FTTP/HFC	FTTP	HFC	FTTP

Important things to know.

Tier speeds are the maximum possible download speeds available during off-peak periods. Typical evening speed measures network speed to customer premises. It is not a measure of customers' received in premises speed.

Technical limitations.

- **nbn® service will not work during power failures.** This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This also means you will not be able to make calls on a VoIP phone during a power outage, including calls to emergency services.
- Your **speed or performance** may be reduced by a range of other factors such as a poor-quality router, Wi-Fi interference from electrical goods or neighbours, the type and source of the content being downloaded, how your device is connecting to the internet (when using Wi-Fi, you may experience slower speeds than what can be achieved by connecting your device(s) with a network cable), or old house wiring. We can work with you to help you find what may be causing these problems and suggest ways to fix them (like where to place your modem/router to get the best performance).

Medical alarms/security

Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an nbn® service. You can do this by contacting the provider of your medical or security alarm service, who can also advise on options.

For further information please contact us:

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