

Plan	nbn® 25	nbn® 50	nbn® 100	nbn® 250
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Maximum Speed	25/10Mbps	50/20Mbps	100/20Mbps	250/25Mbps
Typical Busy Period Speed	25/8.5Mbps	50/17Mbps	98/17Mbps	250/21Mbps
How many simultaneous devices/users can be supported?	1-3 devices/users	3-6 devices/users	6-9 devices/users	9+ devices/users
What can you do at your plan speed?	Email & Browsing VoIP Phone Calls Social Media SD streaming HD streaming Download and upload files Work from home Online gaming	Email & Browsing VoIP Phone Calls Social Media SD streaming HD streaming 4K streaming Download and upload files Work from home Online gaming	Email & Browsing VoIP Phone Calls Social Media SD streaming HD streaming 4K streaming Download and upload files Work from home Online gaming	Email & Browsing VoIP Phone Calls Social Media SD streaming HD streaming 4K streaming Download and upload files Work from home Online gaming

### Factors impacting the performance of your connection at your premises:

Your speeds may be lower due to:

- Your own Wi-Fi capacity and coverage area
- Location of your router
- Internal wiring
- Network capacity and network traffic
- The website/content you're accessing and its capacity and capability
- Technology type of your nbn connection

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

### FTTN/B and FTTC limitations

The length and quality of the copper line can cause limitations for Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) service types. Once your service is active if we determine your line's maximum capability is different to the plan you have selected we will contact you to discuss your options including, dropping down to a lower speed plan, remaining on your current plan or upgrading if it is capable of a higher speed.

### Power Outages

We strongly recommend that you ensure you always have ability to make emergency phone calls. During a power outage your **nbn** service will not work (unless you have an FTTP connection with a backup battery installed). In the event of a power outage, you will lose access to your service, including the ability to make emergency phone calls with it. You will need to use a mobile phone in these circumstances to contact emergency services.

### Device compatibility

Some devices may not work with your **nbn** service. Before applying, you should contact your medical or security alarm service provider to check if the alarm will work with an **nbn** service and, if not, find out what alternatives may be available. Our support does not extend to specialized devices such as medical, security and fire alarms; autodiallers; emergency call buttons; teletypewriters and EFTPOS terminals. If you require priority assistance or have critical medical equipment that requires an internet connection, we recommend you use a provider that supports these services.