

Key Facts Sheet: nbn™ Services – Consumer

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

Key Terms: **FttP** = Fibre to the Premises, **FttN** = Fibre to the Node, **FttC** = Fibre to the Curb, **FttB** = Fibre to the Basement, **HFC** = Hybrid Fibre Coaxial Cable

Speed		Speed Pack 2	Speed Pack 3	Speed Pack 4
Fixed Line nbn™ Networks FttP, FttN, FttC, FttB, HFC	Typical Evening Speeds 7pm–11pm (downloads/uploads)	20/3.5Mbps	40/15Mbps	80/30Mbps
	Maximum Off-peak Speeds (downloads/uploads)	23/4.5Mbps	47/18Mbps	93/36Mbps

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 FttN/B/C lines with limited maximum line speeds.

FttN, FttB or FttC

You will have your speed confirmed by nbn™ when your service is activated. If the plan or speed pack you have chosen can't be supported by the line, your remedies are:

- Remaining on your current plan with no refund;
- Moving to a lower speed plan and getting a refund of the price difference between your initial plan and lower speed plan. If you are on the lowest speed plan, you do not have this option; and
- Exiting your plan without cost and getting a refund of the price difference between the plan you have paid for and the plan which would have given you the maximum speed available to you. If you are on a 25/5 plan, you may exit your plan without cost, but you will not get a refund.

	1–3 people 	3–4 people 	5+ people 
Recommended Pack	Speed Pack 2	Speed Pack 3	Speed Pack 4
Email/Browsing	✓	✓	✓
Online Gaming	✓	✓	✓
SD/HD Video Streaming	✓	✓	✓

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.

Number of Connected Devices

The number of devices being used at the same time.

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 large enough to cope with demand.

Elevating your WiFi Modem off the ground in an open and central location away from any walls/other obstructions will reduce the impact of the factors mentioned.

Power Failure

During a power failure, nbn™ will not work unless it is an FTTP connection with an nbn™ battery backup power supply unit installed and working. nbn™ battery backup isn't available through Optus. Other providers may offer this service on selected nbn™ access types.

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.