

Key Facts Sheet: nbnTM Services – Consumer

The information detailed within the Key Facts Sheet is applicable to all residential nbnTM consumer plans.

nbn TM Plan	12/1	25/5	50/20	100/40	100/20	250/25
Typical busy period download speed (FTTP, FTTN, FTTB, HFC & FTTC)	9Mbps	20Mbps	40Mbps	90Mbps	85Mbps	205Mbps
Typical busy period download speed (Fixed Wireless)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Simultaneous use	2-4 people	2-4 people	4-6 people	6+ people	6+ people	6+ people
What you can and cannot do during the Typical Busy Download Period	<ul style="list-style-type: none"> • Emails & browsing • Social media • Music streaming • 1 x HD video stream <p>X Online gaming</p> <p>X More than one HD video stream</p> <p>X 4K video streaming</p>	<ul style="list-style-type: none"> • Emails & browsing • Social media • Music streaming • 1 x HD video stream <p>X Online gaming</p> <p>X More than one HD video stream</p> <p>X 4K video streaming</p>	<ul style="list-style-type: none"> • Emails & browsing • Social media • Music streaming • Online gaming • 1 x HD video stream <p>X More than one HD video stream</p> <p>X 4K video streaming</p>	<ul style="list-style-type: none"> • Emails & browsing • Social media • Music streaming • Online gaming • 3 x HD or 1 x 4K video streaming 	<ul style="list-style-type: none"> • Emails & browsing • Social media • Music streaming • Online gaming • 3 x HD or 1 x 4K video streaming 	<ul style="list-style-type: none"> • Emails & browsing • Social media • Music streaming • Online gaming • 2 x 4K video streaming

Typical Busy Period Download Speed or Typical Evening Speed

This is intended to represent the typical expected experience between 7pm–11pm, which is the busy period for consumer Internet traffic.

- It is not a guaranteed minimum speed. Excludes Fibre to the Node (FTTN), Fibre to the Basement (FTTB) and Fibre to the Curb (FTTC) lines with limited maximum line speeds.
- The actual speed experienced depends on a number of factors – see Technical Limitations below.

FTTN, FTTB or FTTC

Your maximum line speed will be confirmed when your service is activated. If the speed of your chosen plan or Speed Pack can't be supported, we'll notify you of your remedies. In summary, your remedies are:

- Remaining on your current plan with no refund;
- If available, moving (at no cost) to a lower speed tier plan at a lower price and receive an applicable refund; or
- Exiting your plan without cost and receive an applicable refund (if any).

Technical Limitations/Factors Affecting Speed and Performance Include:

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

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.

Power Failure

In most cases, nbnTM services will not function during a power failure. nbnTM battery backup isn't available through Optus. Other providers may offer this service on selected nbnTM 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 nbnTM network and if not, what alternative solutions are available