

## nbn® Fibre Key Facts Sheet (FTTB/N/C/P & HFC)

nbn® Speed Tier*	NBN12	NBN25	NBN50	NBN100 <sup>1</sup>	NBN500 <sup>2</sup>	Home Superfast <sup>2</sup>	Home Ultrafast <sup>2</sup>
Typical evening download speed <sup>#</sup> (7pm-11pm)	12Mbps	25Mbps	50Mbps	100Mbps	500Mbps <sup>^</sup>	640Mbps <sup>^</sup>	800Mbps
Typical evening upload speed <sup>#</sup> (7pm-11pm)	0.8Mbps	4Mbps	17Mbps	17Mbps	42Mbps	42Mbps	85Mbps
# of simultaneous users / devices (approx.)	1-3	1-3	3-6	6-9	9-20	9-20	9-20
Browsing, social media, VoIP calls, emails & SD streaming	✓	✓	✓	✓	✓	✓	✓
HD streaming	✗	✓	✓	✓	✓	✓	✓
UHD/4K streaming	✗	✗	✓	✓	✓	✓	✓

\* The nbn® speed tier is the maximum possible download speed available outside the busy period of 7pm – 11pm.

<sup>^</sup> Estimated speeds for these new plans will be revised once TPG has collected enough performance data.

<sup>1</sup> Available at FTTB/N/C addresses only.

<sup>2</sup> Available at FTTB/HFC addresses only. High-speed compatible modem required.

<sup>#</sup> Typical evening speeds are subject to change. Speeds are not guaranteed and may vary. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed.

### Factors at your premises that can affect data speeds and performance

Poor performance may be caused by...	You may be able to improve this by...
Poor Wi-Fi signal strength or signal interference	Connecting devices via Ethernet cable or by placing modem in an unobstructed area.
Modem, Wi-Fi router or network cables	Using current hardware with technical specifications suitable for your nbn® plan.
Too many simultaneous users	Managing your household usage according to the above guide.

**nbn® FTTB/N/C:** Speeds are affected by the length and quality of the copper used by nbn®. We'll let you know if nbn® advises us that the maximum attainable line speed for your service doesn't support your plan's speed tier. If you're satisfied with the speeds that you are getting, you don't need to do anything. If you're not satisfied, you'll have the option to:

- a) move (at no cost) to a lower speed tier plan of your choice and receive a refund to reflect the difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed tier plan offered by TPG you do not have this option); or
- b) cancel your plan at no cost and receive a refund of fees paid to date (including set up costs). If you choose this option, you must notify us within 10 business days of receiving the information about your maximum attainable line speed from us.

Refunds should be processed within 30 days, then the total refund amount will be shown in your account statement.

**In the event of a power outage:** nbn® services will not function. We don't supply a battery backup service.

**Medical and security alarm services:** Before switching to nbn®, please contact your alarm provider to see if your alarm is compatible with an nbn® service and identify available alternatives if needed.