

KEY FACTS SHEET: NBN RESIDENTIAL SERVICES



This information applies to the TPG NBN plans delivered over NBN FTTP, FTTB, FTTN, FTTC & HFC. Below indicates your NBN plan's typical evening speeds and online usage during the busy period.

NBN Speed Tier*	NBN12	NBN25	NBN50	NBN100	NBN Home Superfast~	NBN Home Ultrafast~
Typical download evening speed# (7pm-11pm)	12Mbps	25Mbps	50Mbps	97Mbps	232Mbps	671Mbps
Typical upload evening speed# (7pm-11pm)	0.8Mbps	4Mbps	17Mbps	17Mbps	21Mbps	40Mbps
# of simultaneous users / devices (approx.)	1-3	1-3	3-6	6-9	9-20	9-20
Making phone calls (VoIP)	✓	✓	✓	✓	✓+	✓+
Email, social media & web browsing	✓	✓	✓	✓	✓	✓
Standard Definition (SD) streaming	✓	✓	✓	✓	✓	✓
High Definition (HD) streaming	✗	✓	✓	✓	✓	✓
UHD/4K streaming	✗	✗	✓	✓	✓	✓

*The maximum possible download speed that is available outside the busy period of 7pm - 11pm (Residential) is; 12Mbps (NBN12), 25Mbps (NBN25), 50Mbps (NBN50), 100Mbps (NBN100), 250Mbps (NBN Home Superfast), 500Mbps (NBN Home Ultrafast on NBN HFC) & 990Mbps (NBN Home Ultrafast on NBN FTTP).

~You will typically experience slower speeds than the maximum connection speed available on these plans. You should refer to the Typical speeds as a more accurate estimate of likely experience.

#Typical Evening Speeds are subject to change. Actual throughput speeds may be slower and could vary due to various factors. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed.

+Third party VoIP provider required.

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 WiFi signal strength or signal interference	Connecting devices via Ethernet cable or by placing your modem in an optimal unobstructed area near where you will normally use your WiFi devices.
Modem, WiFi 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.

If your plan is delivered on NBN FTTB, FTTN or FTTC: your speeds are affected by the length and quality of the copper used by NBN Co. If NBN advises us that the maximum attainable line speed for your service doesn't support the speed tier of the plan you've chosen, we'll let you know. If you are satisfied with the speeds that you are getting, you do not need to do anything. If you are not satisfied, we will give you the option to:

- 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
- 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 and the total refund amount will be specified in your account statement, once processed.

In the event of a power outage: NBN services will not function except for NBN FTTP services with a working battery backup unit installed.

Medical and security alarm services: Before switching to NBN, please contact your alarm provider to assess whether your alarm is compatible with an NBN service and identify available alternatives if your alarm services are not compatible.