

# KEY FACTS SHEET: NBN RESIDENTIAL SERVICES



This information applies to the following TPG NBN plans delivered on fixed line connections (NBN FTTP, FTTB, FTTN, FTTC & HFC): NBN SL Bundle, NBN S Bundle, and NBN M Bundle.

Below indicates your NBN plan's typical download speeds and online usage during the busy period. The busy period is between 7pm and 11pm.

NBN Speed Tier	NBN12	NBN25	NBN50	NBN100#
Speed Label	Basic	Standard	Standard Plus	Premium
Typical evening speed (7PM-11PM)	12Mbps	22Mbps	48Mbps	85Mbps
# of simultaneous users / devices (approx.)	1-3	1-3	3-6	6-9
Making phone calls (VoIP)	✓	✓	✓	✓
Email, social media & web browsing	✓	✓	✓	✓
Standard Definition (SD) streaming	✓	✓	✓	✓
High Definition (HD) streaming	✗	✓	✓	✓
UHD/4K streaming	✗	✗	✓	✓

**NBN12, NBN25, NBN50** and **NBN100** indicate the underlying speed tier that your NBN plan is on and represent the maximum possible speed that is available outside the busy periods indicated above. #Our NBN100 plan is configured on the NBN 100/20 wholesale tier which provides upload speeds between 1Mbps and 20Mbps.

## 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 FTTP, FTTN or FTTC:** your speeds are affected by the length and quality of the copper used by NBN Co. NBN Co will determine your maximum line speed after your service starts working. If your line cannot support the speed tier that your NBN plan is on, we'll send you an email stating your line speed results and your options, including the option to move to a lower speed plan (if available) or to cancel your service and change providers without contract break fees. Both options include a specified refund for speeds you cannot receive. If you select to cancel your service and change providers within 10 working days of being sent the email, you will receive a refund of charges paid (including set up costs).

**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.