

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 download speeds and online usage during the busy period.

NBN Speed Tier*	NBN12	NBN25	NBN50	NBN100	NBN Home Superfast~	NBN Home Ultrafast~
Speed Label	Basic	Standard	Standard Plus	Premium	Premium	Premium
Typical evening speed# (7PM-11PM)	12Mbps	25Mbps	50Mbps	90Mbps	200Mbps^	250Mbps^
# 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 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.

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

+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. 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.