

KEY FACTS SHEET: NBN Home Superfast and Home Ultrafast Plans



This information applies to the following TPG NBN plans delivered on fixed line connections (NBN FTTP & HFC): NBN Home Superfast and Home Ultrafast Plans.

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* | NBN Home Superfast | NBN Home Ultrafast |
|---|--------------------|--------------------|
| Speed Label | Premium | Premium |
| Typical evening speed (7PM-11PM) | 200Mbps^ | 200Mbps^ |
| # of simultaneous users / devices (approx.) | 9 - 20 | 9 - 20 |
| Making phone calls (VoIP) | ✓ | ✓ |
| Email, social media & web browsing | ✓ | ✓ |
| Standard Definition (SD) streaming | ✓ | ✓ |
| High Definition (HD) streaming | ✓ | ✓ |
| UHD/4K streaming | ✓ | ✓ |

***NBN Speed Tier** indicates the underlying speed tier that your NBN plan is on and represents the maximum possible speed that is available outside the busy periods indicated above.

^As these are new plans, the speeds stated here are currently based on an estimate. TPG will revise the Typical evening speeds once it has collected enough data on the speed performance of these plans.

NBN Home Superfast: You will typically experience slower speeds than the maximum connection speed available on these plans.

NBN Home Ultrafast: While the nbn™ Home Ultrafast Plan has a theoretical maximum speed of 500Mbps on NBN HFC and 990Mbps on NBN FTTP, you will typically experience significantly slower speeds than this and should refer to the Typical Evening Speeds as a more accurate estimate of likely experience.

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. |

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.