

# Key Facts Sheet: NBN Services

## National Broadband Network Fibre



The below information relates to NBN fibre services including fibre to the home (FTTH), fibre to the node (FTTN), fibre to the basement (FTTB), fibre to the curb (FTTC) and HFC. The service you receive at your premises is determined the technology the nbn provide to your address.

### Internet Data Plan Information

250GB Plan Good For:	Unlimited Plan Good For:
Browsing, social media, light streaming	All online activity.

### Speed Pack Information

Supersonic Speed NBN 50 speed	Hypersonic Speed NBN 100 speed
This speed is good for heavy downloads/uploads and streaming in HD. Great for multiple users online at the same time. <b>Typically, good for use by 3 to 4 people</b>	This speed is good for all online activity with multiple users online at the same time. <b>Typically, good for use by 4 to 8 people</b>

**These packs respectively use nbn speed tiers 50/20Mbps (Supersonic) and 100/40Mbps (Hypersonic), which are theoretical maximum speeds that will not be achieved in operation. Speeds achieved at each premises will vary and be dependent on a number of factors including line quality, equipment in use, source of the download, number of users using the network and many more.**

### FTTN/FTTB/FTTC Speeds

If you are connected to a FTTN/FTTB/FTTC service, the speed available at your address will be determined once you are connected. If the available connection speed is lower than that which you are paying for, you may downgrade your plan speed. These service speeds are determined by multiple factors including the distance from the NBN node (point of connection) and the quality of the copper line at your address.

### Usage Information

A record of your account usage can be viewed by logging into the 'My Account' section of the Activ8me website at [www.activ8me.net.au](http://www.activ8me.net.au). Usage information can take up to 24 hours to update.

Once your monthly internet data limit is reached, your connection speed will slow to a maximum of 256kbps/256kbps for the remainder of your billing month.

### Factors affecting speed

Speeds listed are typical evening speeds across our network. Speeds to individual premises may vary and can be affected by the volume of traffic on the general internet, the number of users online at your house, your equipment, software, and the source of your download.

### Medical and security alarms

Activ8me do not support medical alarms or security alarms. If you require these devices at your address, we recommend using a provider that supports them such as Telstra.