

**Speed Information**

Typical Evening Speeds 7pm - 11pm	Maximum Off-Peak Speed
45 Mbps	50 Mbps

**What is this plan good for?**

SuperSonic (50/20Mbps)	
Number of people using the service at the same time.	3-4 People
Email and browsing	✓
Online Banking	✓
Online Gaming	✗
Music and video streaming	✓
Large file transfer (upload and download)	✗
Ultra HD / 4K videos	✗
Voice over Internet Phone	✓

**What if I am unable to achieve these speeds?**

The speed available at your address will be determined once you are connected. If you are unhappy with your speed, contact our customer service team on 13 22 88.

**FTTN, FTTB and FTTC connections only.**

If you're unable to be delivered the speed plan you ordered, you will be provided the option to exit your plan at no cost or drop to a lower speed plan.

**Important things you must know:**

**There are technical limitations that may affect your performance or speed.**

This may include but is not limited to; the age and quality of hardware, this refers to your Wi-Fi router and the hardware that you use. Wi-Fi signals can also be interrupted if positioned close to other devices such as; microwaves, security cameras and cordless telephones. If you should require any assistance, please contact our customer service team on 13 22 88 and they will be happy to assist you minimising these problems and getting optimal performance out of your service.

**Your nbn™ service will not work during a power failure.**

During a mains power disruption, you will not be able to use your internet service. It is important to note: this also means any Voice over internet phone services will also not work. We encourage customers to keep a charged mobile phone close by, as it may be your only form of communication during these times.

**Fibre to the Premises (FTTP) connections.**

A battery backup is available to customers with Priority Assistance, a medical alarm, back-to-base alarm, lift phone or a voice-only service

**If you require the use of either a Medical alarm or security alarm.**

We advise you to contact the provider of your device to confirm its compatibility with this nbn™ service. If it is not compatible, we advise you to contact your device provider for alternative options. We recommend all medical alarm services to be registered to the nbn™ medical alarm register.