











Key Facts Sheet: NBN Services



- Personal NBN plans, Fixed Line network

For everything internet, trust a local.

This fact sheet applies to Personal NBN plans for services that are supplied via the nbn™ fixed line network. This information is provided to assist you in making an informed choice about OntheNet NBN services. A Critical Information Summary and the full Terms and Conditions are available at www.onthenet.com.au/policies

Speed				How fast is it?
 <p>nbn12/1¹ 11 Mbps download²</p>	 <p>nbn25/10¹ 23 Mbps download²</p>	 <p>nbn50/20¹ 50 Mbps download²</p>	 <p>nbn100/20¹ and nbn100/40¹ 94 Mbps download²</p>	 <p>High Speed Tiers¹ Speeds are variable²</p>
Use				What can I do with it?
<p>1-2 people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails & browsing ✓ Social media ✗ Online gaming ✗ HD video streaming 	<p>2-3 people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails & browsing ✓ Social media ✓ Online gaming ✗ HD video streaming 	<p>3-4 people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails & browsing ✓ Social media ✓ Online gaming ✓ HD video streaming 	<p>5 people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails & browsing ✓ Social media ✓ Online gaming ✓ Ultra HD/4K videos 	<p>5+ people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails & browsing ✓ Social media ✓ Online gaming ✓ Ultra HD/4K videos

¹ This indicates the maximum possible speed (Mbps) that is available during off-peak periods.

High Speed Tiers include nbn250/25 and nbn1000/50. High Speed Tiers are not available in all areas.

² This is the typical download speed that the average customer can expect to receive during busy periods (7pm-11pm).

FTTB/FTTN/FTTC

- If it is established that your line is not capable of supporting your chosen speed tier you will have the option to remain on your selected plan, move to a lower speed plan at no cost (if available) or cancel your service and exit your contract (if applicable) without penalty.

Technical limitations

- NBN services will not function during a power failure unless the NBN service is connected using FTTP and an NBN battery backup power supply unit is also installed and working. Battery backup is not available with OntheNet NBN services. You should consider having an alternative form of communication such as a mobile phone.
- Your speed or performance may be reduced by factors such as the standard of your in-building cabling, the quality of the router, electrical interference, or physical factors such as the distance between the router and Wi-Fi connected devices. Talk to us about what you can do to improve performance. For example, elevating your router above the ground may improve your speed as electrical objects such as a fridge can act as a damper. Visit www.onthenet.com.au/nbn speeds for more information.

Medical alarms & Security systems

- Before ordering your NBN service, you should find out if any medical or security alarm services you want to use are compatible with an NBN service. If your medical or security alarm services are not compatible with an NBN service, you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm service.
- It is recommended that you register your medical alarm service on the NBN Medical Alarm Register, which can be found on NBN Co's website www.nbnco.com.au