

Key Facts Sheet: nbn® Services

	BASIC	STARTER	ESSENTIAL	FAST	SUPER	ULTRA
	25/10	50/20	100/40	500/50	750/50	1000/100
Suitable for Number of Users/Devices Online at the Same Time	1-2	2-3	3-6	6+	6+	6+
Typical Evening Speed* Download / Upload Mbps	24/8	48/17	95/35	500/44	750/44	875/92
Available NBN Technology	HFC FTTP FTTB/C/N	HFC FTTP FTTB/C/N	HFC FTTP FTTB/C/N	FTTP HFC	FTTP HFC	FTTP HFC
Emails and General Web Browsing	✓	✓	✓	✓	✓	✓
Voice Calls	✓	✓	✓	✓	✓	✓
Video Conferencing	✓	✓	✓	✓	✓	✓
HD Video Streaming	✓	✓	✓	✓	✓	✓
UHD and 4K Streaming	✗	✓	✓	✓	✓	✓
Online Gaming	✗	✓	✓	✓	✓	✓
Download / Upload Standard Files	✓	✓	✓	✓	✓	✓
Download / Upload Large Files	✗	✗	✓	✓	✓	✓

* Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change.

INFORMATION REGARDING FTTN/FTTC/FTTB SPEEDS

If you're connected to the NBN via Fibre to the Node (FTTN), Fibre to the Curb (FTTC) or Fibre to the Building (FTTB), your service can never go faster than the maximum line speed available at your premises. We cannot confirm your maximum line speed until after your service has been installed. Once your service is installed and activated, your maximum line speed will be tested. If your line does not support your chosen speed tier, we will inform you and offer to move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

THINGS THAT CAN EFFECT YOUR NBN SERVICE SPEED

Actual speeds and performance of your NBN service may be lower due to a range of factors including:

- the NBN technology type at your premises;
- network capacity and traffic;
- the websites you're visiting and their servers;
- number of simultaneous users;
- poor WiFi signal strength and signal interference;
- the age of the cabling and wiring at your premises;
- the location and type of your modem/router; and
- your equipment and software being used.

You may be able to improve poor performance by:

- connecting devices via Ethernet cable;
- upgrading your modem/router;
- upgrading your cabling;
- placing your modem/router in an unobstructed area near where you will normally use your WiFi devices;
- use WiFi boosters in selected areas;
- placing your modem/router away from major electrical appliances;
- use current hardware with technical specifications suitable to your NBN service plan.

YOUR NBN SERVICE and POWER OUTAGES

Your NBN service will not work during a power outage. This means you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency 000 services. You'll need to rely on your mobile phone to make calls in this situation.

If your premises has, or requires, critical safety devices such as medical, fire or back-to-base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary communications technology, such as a mobile network. Contact your critical safety device provider for more details.

MEDICAL and SECURITY ALARMS

If you have a Back to Base Security Alarm or Medi-Alert connected to your phone service, it is important you contact your medical or security service provider to check if it is compatible with the NBN service and identify what alternatives are available. You'll need to arrange this before we move you to the NBN network, or your alarm may not work.

MORE INFORMATION

If you require more information about our NBN services, please contact our Customer Care Team on **132 394**, or email care@ezibroadband.com.au