

KEY FACTS SHEET: NBN RESIDENTIAL SERVICES



This information applies to the following TPG NBN plans delivered on fixed line connections (NBN FTTP, FTTB, FTTN, FTTC & HFC): NBN SL Voice Bundle, NBN S Bundle, NBN M Bundle, NBN Extra Bundle, NBN XL Bundle, NBN XXL Bundle.

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 | NBN12 | NBN50 | NBN100 |
|---|----------|---------------|----------|
| Speed Label | Basic | Standard Plus | Premium |
| Typical evening speed (7PM-11PM) | 10.0Mbps | 42.7Mbps | 71.4Mbps |
| # of simultaneous users / devices (approx.) | 1-3 | 3-6 | 6-9 |
| Making phone calls (VoIP) | ✓ | ✓ | ✓ |
| Email, social media & web browsing | ✓ | ✓ | ✓ |
| Standard Definition (SD) streaming | ✓ | ✓ | ✓ |
| High Definition (HD) streaming | ✗ | ✓ | ✓ |
| UHD/4K streaming | ✗ | ✓ | ✓ |

NBN12, NBN50 and **NBN100** indicate the underlying speed tier that your NBN plan is on and represent the maximum possible speed that is available outside the busy periods indicated above.

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. |

If your plan is delivered on NBN FTTB, FTTN or FTTC: your speeds are affected by the length and quality of the copper used by NBN Co. Once your service is activated, we will send you an email stating your line speed as determined by NBN Co (around 3 weeks after activation). If your line cannot support the speed tier that your NBN plan is on, you have the option to move to a lower speed plan (if available) or to change providers without contract break fees. Both options include a refund if selected within 10 working days of being sent the email, to be calculated accordingly.

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.