

# Key Facts Sheet: NBN Services

Speed		NBN 12/1	NBN 25/5	NBN 50/20	NBN 100/40
<b>Fixed Line nbn™</b>	<b>Typical Evening Speeds 7pm-11pm</b>	9 Mbps	20 Mbps	40 Mbps	80 Mbps
<b>FttP, FttN, FttC, FttB, HFC</b>	<b>Maximum Off-Peak Speed</b>	11 Mbps	23 Mbps	48 Mbps	93 Mbps
<b>Fixed Wireless</b>	<b>Maximum Off-Peak Speed</b>	11 Mbps	23 Mbps	23-48 Mbps	-

## Typical Speeds Standard Work Hours

The typical expected experience between 9am–5pm, Mon–Fri (excluding public holidays), which is the busy time for Internet traffic. It is not a guaranteed minimum speed. The actual speed experienced depends on a number of factors – see Technical Limitations below. Excludes Fixed Wireless customers and FTTN/B lines with limited maximum line speeds.

## Fibre to the Node or Fibre to the Basement

You will have your speed confirmed by nbn™ when your service is activated. If the plan or speed pack you have chosen can't be supported by the line, your remedies are:

- Remaining on your current plan with no refund;
- Moving to a lower speed plan and getting a refund of the price difference between your initial plan and lower speed plan. If you are on a 12/1 plan (the lowest speed plan), you do not have this option; or
- Exiting your plan without cost and getting a refund of the price difference between the plan you have paid for and the plan which would have given you the maximum speed available to you. If you are on a 12/1 plan, you may exit your plan without cost, but you will not get a refund.

	1-2 people	2-3 people	3-4 people	5+ people
<b>Speed Tier</b>	NBN 12/1	NBN 25/5	NBN 50/20	NBN 100/40
<b>Email/Browsing</b>	Yes	Yes	Yes	Yes
<b>Social Media</b>	Yes	Yes	Yes	Yes
<b>Download/Upload Large Files</b>	No	Yes	Yes	Yes

## Technical Limitations/Factors Affecting Speed and Performance Include:

### nbn™ Infrastructure:

The length and quality of the copper used.

### Age and Quality of Hardware/Software:

This may include your modem, WiFi routers and whether you connect to the internet via Ethernet or WiFi.

### WiFi Signal Interference:

WiFi signals may be interrupted if positioned too close to other devices like a security camera or cordless telephones.

### Number of Connected Devices:

The number of devices being used at the same time.

### Network Congestion:

There are times when more people are using the network at the same time.

### Where's the Content Coming From?

Content that comes from overseas and content from servers that aren't large enough to cope with demand.

Elevating your WiFi Modem off the ground in an open and central location away from any walls or other obstructions will reduce the impact of the factors mentioned.

### Fixed Wireless nbn™:

Typical Speeds Standard Work Hours will be lower than off-peak speeds and will vary depending on the factors listed previously, as well as weather conditions such as extreme heat and heavy rain, obstruction of the antenna's line of sight to the tower and the distance between your premises and the transmission tower.

### Power Failure

During a power failure, nbn™ will not work unless it is an FTTN connection with an nbn™ battery backup power supply unit installed and working. nbn™ battery backup isn't available through Optus. Other providers may offer this service on selected nbn™ access types.

### Medical/Security Alarms

You should contact your device provider to find out if your alarm or other devices will work before connecting to the nbn™ network and if not, what alternative solutions are available.



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