

Key Facts Sheet: nbn[®] Wireless Plus Services (SSBI)

| Plan/Tier | Wireless Plus |
|--|----------------------------------|
| Maximum Theoretical Attainable Speeds* | Down 25-100 Mbps Up 5-20 Mbps |
| Streaming | HD |
| Browsing/ VoIP/Email | ✓ |
| Household Users | 1-3 |

*Actual achievable speeds can be confirmed after your service is active. Speed tiers indicated are provided by nbn[®] and are subject to the rollout of network upgrades. Some premises will require nbn[®] to complete upgrades to the equipment at the premises to achieve certain speeds. We will publish data on actual customers typical evening speeds as soon as accurate data can be obtained.

Data Speeds

If after activation it is determined that the physical infrastructure connecting your premises to the nbn[®] network cannot support the speed tier of your selected plan, we will inform you of the maximum speed achievable, provide options to move to a lower speed plan at a reduced cost, allow you to cancel your service without penalty and/or provide a refund for any fees paid. Any reference to an nbn[®] co speed tier represents the maximum possible speed that is available during off-peak periods.

Online Usage

The performance of these activities may vary depending on network conditions, particularly during peak hours (7-11pm). If nbn[®] co plans to upgrade network capacity in your area, online usage may be significantly affected until nbn[®] co completes the upgrade. Access to specific voice, video streaming and other supported services may require separate subscriptions.

Power Outages

nbn[®] co does not offer a battery backup service for end users on the nbn[®] fixed wireless network. Therefore, during mains power disruptions, you will not be able to use your service or make emergency phone calls with it. We strongly recommend that you always ensure you have ability to make emergency phone calls.

Keeping a charged mobile phone close by may be one way of keeping that ability. If you have an existing landline and telephone that work during power outages, you can opt to keep them instead of migrating your voice service to the nbn[®] fixed wireless network.

Local Factors Affecting Speed

Local factors can impact your service speed, including sun fade, rain fade, severe weather and physical obstructions. Keeping the signal clear of obstruction may help. Hardware limitations, such as the performance of your computer and networking equipment, may also affect speed. Using modern equipment may help. Software such as your operating system and application can influence speed. Keeping software updated and properly configured may help. Electromagnetic interference from other Wi-Fi networks or faulty equipment may degrade performance. Identifying and managing noisy equipment may help. Too many devices in use at the same time can congest your connection. Reducing the count of active devices may help.

Device Compatibility

Before entering into a contract with us, you should undertake your own enquiries to assess whether any medical alarm service or security alarm service you wish to continue using is compatible with an nbn[®] service. You should also identify what alternatives are available if these services are not compatible with nbn[®]. We recommend contacting the provider of your medical or security alarm service directly for this information. Our support does not extend to specialised devices such as medical alarms, security alarms, fire alarms, auto-diallers, emergency call buttons, teletypewriters, or EFTPOS terminals. If you use any of these services, it is essential that you confirm their compatibility before switching to nbn[®].

Please note: nbn[®] co closed its Medical Alarm register on 30 June 2023. For further details, please check nbn[®] co's website at www.nbnco.com.au.