

# Key Facts Sheet: NBN Services

## The NBN 25 Unlimited Plan



### Data speeds

The typical busy period (7-11pm) download/upload speed is 25/4 Mbps (Dec22). It is an estimate based on performance data from the Australian Competition and Consumer Commission (ACCC) Measuring Broadband Australia program. It refers to the speed from the remote test server to the modem/router at the participating premises, not your particular premises or to subsequent devices like mobile phones connected via Wi-Fi. Not all customers may receive this speed at all times.

Any reference to an NBN Co speed tier represents the maximum possible speed that is available during off-peak periods.

### Online usage

This plan supports approximately one to two people participating at the same time in common activities such as medium-quality video streaming, social media, voice (VoIP), web browsing and checking email. These common activities are unlikely to be satisfactorily supported due to limited data speed: high-quality video streaming; large-file sharing, online gaming. For ordinary personal/domestic use only. Access to specific voice, video streaming and other supported services may require separate subscriptions.

### VDSL line speed

For premises connected using VDSL technology including FTTN, FTTB or FTTC, if we establish that the attainable line speed on the NBN network doesn't satisfactorily support your chosen plan, you have the option of changing to a lower-priced plan or cancelling your service without penalty.

### Power outages

During mains power disruptions, you will be unable to use your broadband service or make emergency phone calls with it.

We recommended that you ensure you always have ability to make emergency phone calls. Keeping a charged mobile phone close by may be one way of doing that.

### Local factors affecting speed

The speed of your service may be affected by a range of factors local to your premises.

**Hardware:** the inherent performance of your computer and other network equipment such as your modem, router or access point; and the length and quality of the cabling at your premises. Using newer equipment or cabling may reduce the impact of this factor.

**Software:** the configuration of your operating system, network stack, online application and network equipment such as your modem, router or access point. Updating and reconfiguring your software may reduce the impact of this factor.

**Radio-frequency interference:** interference from nearby Wi-Fi networks, microwave ovens, faulty power supplies or other equipment may slow your Wi-Fi network. Centrally locating your Wi-Fi equipment away from sources of interference, or using an Ethernet cable instead, may reduce the impact of this factor.

### Device compatibility

Before applying, you should contact your medical or security alarm service provider to check if the alarm will work with an nbn service and, if not, find out what alternatives may be available.

Our support does not extend to specialised devices such as medical, security and fire alarms; autodiallers; emergency call buttons; teletypewriters and EFTPOS terminals.

nbn co closed its Medical Alarm register on 30 June 2023. For further details, please check nbn co's website at [nbnco.com.au](https://nbnco.com.au).