

Key Facts Sheet: nbn™ Broadband Services

Basic



NBN 12/1¹
10Mbps
download²

Standard



NBN 25/5¹
19Mbps
download²

Turbo



NBN 50/20¹
38Mbps
download²

Max



NBN 100/20¹
76Mbps
download²

¹Maximum download/upload speed (Mbps) you can receive during off peak period.

²Typical busy download speed (7pm-11pm) and business period (9am-5pm, Monday-Friday).

For FTTN, FTTC or FTTB customers: if your line cannot achieve the speed tier you selected, you may move to a lower speed tier or cancel your plan at no extra cost.

Level of household online usage

1-2 people
at the same time



- ✓ emails + browsing
- ✗ online gaming
- ✓ Standard Video
- ✗ HD video streaming

2-3 people
at the same time



- ✓ emails + browsing
- ✓ online gaming
- ✓ Standard Video
- ✓ HD video streaming*

(* 2 TV's/tablets not concurrently with other online activities)

3-4 people
at the same time



- ✓ emails + browsing
- ✓ online gaming
- ✓ Standard Video
- ✓ HD video streaming*

(* 1 TV or large tablet with other online activities)

4-5 people
at the same time



- ✓ emails + browsing
- ✓ online gaming
- ✓ Ultra HD/4K video
- ✓ HD video streaming*

(* 2 TV's or large tablets with other online activities)

Important notes



Technical Limitations

nbn services will not work during a power failure unless connected using FTTP and an **nbn** battery backup power supply battery is installed and working. If there is a power failure, you will need to supply your own independent power supply for your modem and home phone for these to continue working, unless you have a standard corded telephone that does not require a mains power.



How speed or performance may be affected

The speed or performance of your nbn service may be affected by factors such as router quality, in-home cabling, distance between the router and WiFi devices, electrical and WiFi channel interference, and number of devices connected to the router. To improve speed or performance, visit our webpage www.southernphone.com.au/Blog, or talk to us about your options.



Medical Alarms/Security

Before entering into a consumer contract, you should find out if any medical or security alarm services you want to use are compatible with an **nbn** service. If your medical or security alarm services are not compatible with an **nbn** service, you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm service. If you have a medical alarm, we also recommend that you register your medical alarm service with nbn co's Medical Alarm Register www.nbnco.com.au/learn/device-compatibility

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