

NBN™ Key Facts Sheet

This information applies to the Internode NBN™ plans delivered over NBN™ FTTP/B/N/C & HFC.

Below indicates your NBN™ plan's typical download speeds and online usage during the busy period (7pm-11pm daily for Residential plans and 9am-5pm, Monday-Friday for Business plans).

NBN Speed Tier*	NBN12	NBN25	NBN50	NBN100	NBN250 / nbn™ Home Superfast	NBN Ultrafast **
Speed label	Basic	Standard	Standard Plus	Premium	Premium	Premium
Typical evening speed (7pm-11pm)	11.2Mbps	16.4Mbps	45.0Mbps	85.0Mbps	200Mbps^	200Mbps^
Typical business hours speed (9am-5pm, Mon-Fri)	11.2Mbps	20.1Mbps	47.0Mbps	88.0Mbps	200Mbps^	200Mbps^
Making phone calls (VoIP)	✓	✓	✓	✓	✓+	✓+
Email, social media & web browsing	✓	✓	✓	✓	✓	✓
SD streaming	✓	✓	✓	✓	✓	✓
HD streaming	×	✓	✓	✓	✓	✓
UHD/4K streaming	×	×	✓	✓	✓	✓
# of simultaneous users / devices (approx.)	1-3	1-3	3-6	6-9	9-20	9-20

*NBN Speed Tier indicates the underlying speed tier that your NBN™ plan is on and represents the maximum possible speed in Mbps that is available outside the busy periods indicated above.

**NBN Ultrafast has an off-peak download speed of 500Mbps on NBN HFC, and 990Mbps on NBN FTTP.

^Estimated speeds for these new plans will be revised once Internode has collected enough performance data.

+Third party VoIP provider required.

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 modem in an unobstructed area.
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™ FTTP/B/N/C, your speeds are affected by the length and quality of the copper used by NBN Co. Around 3 weeks after activation NBN Co will determine your maximum line speed. If your line cannot support the speed tier that your NBN™ plan is on, we'll send you an email stating your line speed results and your options, including the option to move to a lower speed plan (if available) or to cancel your service and change providers without contract break fees. Both options include a specified refund for speeds you cannot receive. If you select to cancel your service and change providers within 10 working days of being sent the email, you will receive a refund of charges paid (including set up costs).

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.