



Residential NBN Key Facts Sheet

NBN Plans	12/1	25/10	50/20	100/20	100/40	250/25	1000/50
Users Online	1-2	1-2	2-4	4-6	6-9	6-9	10-20+
Typical busy Period Upload Speed	0.8	9	18	18	37	21	46
Typical busy Period Download Speed	8	21	42	80	80	210	600
Emails and browsing	✓	✓	✓	✓	✓	✓	✓
SD Streaming	✗	✓	✓	✓	✓	✓	✓
HD Streaming	✗	✗	✓	✓	✓	✓	✓
4K Streaming	✗	✗	✗	✓	✓	✓	✓
Online Gaming	✗	✗	✓	✓	✓	✓	✓
Download and Upload Large Files	✗	✗	✗	✓	✓	✓	✓

Technical Limitations

Factors that may cause slower broadband speeds include: the website visited, Wi-Fi's unreliability compared to Ethernet, the speed tier, in-premise wiring, network capacity and traffic, nbn technology type, modem location, and equipment and applications used.

Typical Busy Period Speeds

"Typical busy period speeds" measure network speed to customer premises and are not indicative of the in-premises speed experience. Actual speeds may vary, and not all customers may receive these speeds at all times. The nbn™ tier figures advertised represent the maximum possible speeds available during off-peak periods.

Power Outages

The NBN service requires power to function, and there is no backup battery for either nbn or customer equipment. This means that the service will not work during power outages, including VoIP phone emergency calls.

Medical Alarms/Security

Before switching to an NBN service, check if your medical or security alarm services are compatible. Contact your service provider for advice and options.

