Key Facts Sheet: nbn® Services for Consumer.

Important information about the nbn network speed options available with Airtel Australia.

	Basic Evening Speed	Standard Evening Speed	Standard Plus Evening Speed	Premium Evening Speed		Superfast Evening Speed	Ultrafast Speed
Typical Busy Period Speeds (7pm to 11pm)	2000Mbps Download	25Mbps Download	50Mbps Download	100Mbps Download	500Mbps Download	750Mbps Download	1000Mbps Download
	Speeds experienced may be lower due to the factors listed below. Actual speed confirmed post-connection for FTTN/B/C customers. For ordinary personal/domestic use.						
		Not available on Fixed Wireless.	Not available for most FTTN customers.	Available on FTTC and selected FTTN/B connections only. Not available to most FTTN customers.	Available on FTTP and some HFC connections only.		
Available on:	**Starter** Upfront Internet plan Starter Internet Plan	**Basic** Internet Only plan Upfront Internet plan Core Internet Plan	**Essential** Internet Only plan Upfront Internet plan Essential Internet Plan	**Premium** Internet Only plan Upfront Internet plan Premium Internet Plan		**Ultimate** Internet Only plan Upfront Internet plan Premium Internet Plan with Superfast Add-on	**Ultrafast** Internet Only plan Upfront Internet plan Premium Internet Plan with Ultrafast Add-on
# of people online at the same time on multiple devices	10-20 people	1-2 people	4-6 people	6-9 people	6-9 people	6-9 people	6-9 people
Emails and Browsing Social Media SD Video Streaming	✓	✓	✓	✓	✓	✓	✓
4K Video Streaming	✓	✗	✗	✓	✓	✓	✓
Multiple Devices 4K Video Streaming	✓	✗	✗	✗	✓	✓	✓
HD Video Streaming Online Gaming & Download and Upload Large Files	✓	✓	✓	✓	✓	✓	✓
8K Video Streaming Download and Upload Large Files	✓	✗	✗	✗	✗	✗	✓
Voice Calls	✓	Voice calls are only included with Upfront Internet plans. Internet Only plans do not have voice capability.					

Typical busy period speed.

'Typical busy period speed' is a measure of network speed to customer premises and is not a measure of customers' received in-premises speed experience. Not all customers may receive these speeds at all times. The **nbn** tier figures in our advertising represent the maximum possible speeds available during off-peak periods.

Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) speed test results and your options.

Your **nbn** service can never go faster than the maximum attainable speed available at your premises. If you are connecting to the nbn for the first time, we'll check your maximum attainable speed when your service is working. If your line can't support the speed tier you're on, we'll send you an email with your speed results and the option to:

- remain on your current plan;
- move to a lower priced plan (if one is available) and receive a proportionate refund to reflect the period you didn't receive the full benefit of your plan; or
- cancel your plan at no cost and receive a proportionate refund to reflect the period you didn't receive the full benefit of your plan.

Some factors impacting performance at the premises.

Broadband speeds may be lower due to:

- the website you're visiting and their servers;
- Wi-Fi is less reliable than an Ethernet cable;
- the speed tier you are on;
- in-premises wiring;
- network capacity and network traffic;
- the **nbn** technology type at your premises;
- your choice of modem, cable and where your modem is located; and
- your equipment and applications being used.

Setting up your modem in a central spot, away from your electrical appliances, can help. Wi-Fi boosters can also help.

nbn service and power outages.

Your **nbn** service won't work during a power outage. This means that for plans that support voice calls you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation. If your premises has, or requires, critical safety devices such as medical, fire or back-to-base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary communications technology, such as a mobile network. Contact your critical safety device provider for more details.

For Fibre to the Premises (FTTP) connections, battery backup is available to customers with Priority Assistance for plans that support voice calls, a medical or back-to-base alarm, lift phone or a voice-only service. Battery backup does not replace the potential need for secondary communications technologies to support critical safety devices.

Medical and security alarms.

If you have a back-to-base security alarm or medi-alert connected to your home phone service, it's important you contact your medical or security provider to check if they're compatible with the **nbn** service and identify what alternatives are available. You'll need to arrange this before we move you to the **nbn** network, or your alarm may not work. Internet Only plans do not include a home phone service or support Priority Assistance. If you need a phone line choose another plan type.

Fixed Wireless.

For more information about Fixed Wireless plans and speeds, see: **Key Fact Sheet: nbn® Services (Fixed Wireless)**.

nbn® services not available to all areas or premises. **nbn®**, **nbn** co and other **nbn®** logos and brands are trade marks of nbn co limited and used under licence.

For more information visit **airtel.net.au/internet/nbn/nbn-speeds-explained**
If you would like this brochure in an alternative/accessible format, please call 1800 airtel 247 835.