

nbn® Key Facts Sheet

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

nbn Speed Tier*	NBN12	NBN25	NBN50	NBN100	Superfast~	Ultrafast~
Typical Evening download speed# – Residential plans (7pm-11pm)	12Mbps	25Mbps	50Mbps	100Mbps	250Mbps	800Mbps
Typical Evening upload speed# – Residential plans (7pm-11pm)	0.8Mbps	4Mbps	17Mbps	17Mbps	21Mbps	40Mbps
Typical business hours speed# (9am-5pm, Mon-Fri)	12Mbps	25Mbps	50Mbps	91Mbps	210Mbps	450Mbps
Making VoIP phone calls, 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

*The nbn speed tier is the maximum possible download speed that is available outside the busy period of 7pm – 11pm (Residential) and 9am – 5pm Mon-Fri (Business).

~You will typically experience slower speeds than the maximum connection speed available on these plans. You should refer to the Typical speeds as a more accurate estimate of likely experience.

#Typical evening speeds are subject to change. Speeds are not guaranteed and may vary. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed.

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.

nbn FTTP/B/N/C: Your speeds are affected by the length and quality of the copper used by nbn®. If nbn® advises us that the maximum attainable line speed for your service doesn't support the speed tier of the plan you've chosen, we'll let you know. If you are satisfied with the speeds that you are getting, you do not need to do anything. If you are not satisfied, we will give you the option to: a) move (at no cost) to a lower speed tier plan of your choice and receive a credit to your account to reflect the difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed tier plan offered by Internode you do not have this option); or b) cancel your plan at no cost and receive a refund of fees paid to date (including set up costs). If you choose this option, you must notify us within 10 business days of receiving the information about your maximum attainable line speed from us. Refunds/credits will be processed in the next billing cycle and the total refund/credit amount will be specified in your next account statement.

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.