

# Key Facts Sheet: nbn™ Services

## Plan capabilities

Popular Internet Activities	nbn100	nbn50	nbn25
Full HD Video Streams (Youtube / Netflix)	18 Streams	9 Streams	4 Streams
Game Download (Fortnite 10Gb)	15 Minutes	30 Minutes	60 Minutes
Send / Upload 10 Photos	8 Seconds	37 Seconds	180 Seconds
Listen to Music	360 listeners	180 Listeners	90 Listeners
Typical Evening Speed	94 Mbps	47 Mbps	24 Mbps

## Typical Busy Period Speed (aka Typical Evening Speed)

This is our best estimate of speeds a consumer will see during the busiest period of the day, between 7pm-11pm. The actual speed experienced also depends on a number of factors, see some impacting factors below.

## Speed Impacting Factors

- The location of the website or files you are trying to access, they could be on the other side of the planet on a small server.
- You may have a poor wifi signal, which can be impacted by insulation, distance, wifi security cameras, cordless phones, the quality of your wifi device, try to use an ethernet cable when possible.
- The wiring in your home might be faulty. Many homes have been wired for a simple phone system which isn't always good enough to support a stable internet connection.
- Cabling between your house and the street and in a pit or pole could be faulty and needs replacing - if this is detected, an nbn technician can be arranged to fix for free. Please do not attempt to do this yourself.

## Fibre to the Node (FTTN) speed test results and your options.

Once your service is activated we will be able to gauge the maximum attainable speeds. Typically on FTTN we only allow new customers to sign up to nbn25. If we gather faster speeds are possible we will give you the option to upgrade your speed.

## Power Outages

Your nbn service won't work during a power outage. This means that 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 will need to use your mobile phone to make calls in this situation. If your premises 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 4G or 5G backup connection. Please register with nbn co's [Fire Alarm and Lift Emergency Phone Register](https://www.nbnco.com.au/learn/device-compatibility/fire-alarms)

## Medical and Security Alarms

If you have a back-to-base security alarm or medi-alert connected to your phone service, you must contact your medical and or security provider to see if they're compatible with the nbn and identify what alternatives are available. You'll need to arrange this before moving on to the nbn network, or your alarm most likely will not work. Remember to register with nbn co's [Medical Alarm Register](https://www.nbnco.com.au/corporate-information/media-centre/media-statements/List-your-details-on-nbns-national-Medical-Alarm-Register)