



NBN Key Fact Sheet - Information provided is related to speeds available on the Flip NBN Network.

Speed Label	Basic	Standard	Standard Plus	Premium
Plan Name	Value 12	Premium 25	Family 50	Fast 100
Typical Evening Speed (7pm-11pm)	10mbps	21mbps	43mbps	82mbps
Number of users/Devices online at the same time	1 to 2	1 to 3	3 to 6	6 to 9
Making Voice Calls (VoIP)	Yes	Yes	Yes	Yes
Browsing, Social Media and Emails	Yes	Yes	Yes	Yes
Standard Definition (SD) Video Streaming	Yes	Yes	Yes	Yes
High Definition (HD) Video Streaming	No	Yes	Yes	Yes
Ultra High Definition (UHD) or 4k Video Streaming	No	No	Yes	Yes

The maximum achievable off peak speeds depends on the NBN Speed you have selected NBN12, NBN25, NBN50, NBN100

FTTN/B: If your premise is serviced by these technologies the maximum attainable speed of your service will not be known until you are connected. We will inform by email of your maximum line sync once active. If the plan or speed you have selected can't be supported by the line you have the following options:

- Moving to a lower speed plan and get a refund of the price difference between your initial plan and lower speed plan.
- Exiting your plan without cost and getting a refund of the price difference between the plan you have paid for and the plan which would have given you the maximum speed available to you.
- If you are on a NBN12, you may exit your plan without cost, but you will not get a refund.

NBN Speed Restrictions:

- **Fixed Wireless** - The signal reception, including any interference within building cabling or pre-existing lead-in length; whether multiple nbn™ Fixed Wireless Access Services are provided over a single nbn™ NTD. If so, the access speed of each service may not be achieved simultaneously; line-of-sight interference; weather conditions, such as extreme heat and heavy rain/wind; and other wireless signals. Fixed Wireless services also may receive slower than expected speeds during peak hours or off peak hours depending on the number of users using

the network. Please note Fixed Wireless Service is a best effort service, therefore, speed is not guaranteed.

- Copper quality/distance (FTTN,FTTB, FTTC)
- Quality of internal cabling.
- Some websites may have their own traffic management on their servers. This means slower download speed on the site may be experienced.
- Interferences on the Wifi network by other electrical appliances.
- The number of Users/Devices connected to your Wifi network.

Tips to Improve Wifi Speed: You can utilize your router's Ethernet connection, Install Wifi boosters to increase the signal and manage number of users according to the Speed option guides.

Power Outages - In the event of a power outage your NBN service will not function unless it is an NBN FTTP service with a working battery backup unit installed

Medical/Security Alarms - You should contact your device manufacturer/provider to find out if your alarm or other devices are compatible with the nbn™ network prior to connecting to the nbn™ and if not, to discuss alternative options