

Key Facts Sheet: nbn™ Services for Consumer.

Important information about the nbn network speed options available with Spektrum.

	NBN Basic Evening Speed	NBN Standard Evening Speed	NBN Fast Evening Speed	NBN Superfast Evening Speed	NBN Superfast + Evening Speed	NBN Ultrafast
Typical Busy Period Speeds (7pm to 11pm)	11Mbps Download	23Mbps Download	45Mbps Download	90Mbps Download	230Mbps Download	700Mbps Download
	Speeds experienced may be lower due to the factors listed below. Actual speed confirmed post-connection for FTTN/B/C customers. Typical busy period speed for Ultrafast is an estimate only. We do not have sufficient data yet to calculate the typical busy period speed of this add on. We will update this information once sufficient data is available. For ordinary personal/domestic use.					
	Not available on Fixed Wireless.		Not available for most FTTN customers.	Available on FTTC/P, HFC and selected FTTN/B connections only. Not available to most FTTN customers.	Available on FTTP and some HFC connections only.	
Data:	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Modem:	BYO or \$150	BYO or \$150	BYO or \$150	BYO or \$150	BYO or \$150	BYO or \$150
# of people online at the same time on multiple devices	1-2 people	1-2 people	4-6 people	6-9 people	6-9 people	6-9 people
Voice Calls	✓	✓	✓	✓	✓	✓
Emails and Browsing	✓	✓	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓	✓	✓
HD Video Streaming	✗	✓	✓	✓	✓	✓
4K Video Streaming	✗	✗	✗	✓	✓	✓
Multiple Devices 4K Video Streaming	✗	✗	✗	✗	✓	✓
8K Video Streaming	✗	✗	✗	✗	✗	✓
Online Gaming	✗	✓	✓	✓	✓	✓
Download and Upload Large Files	✗	✓	✓	✓	✓	✓
Multiple Devices Download and Upload Large Files	✗	✗	✗	✗	✗	✓

Typical busy period speeds.

'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 in the workplace.

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-premise wiring;
- network capacity and network traffic;
- the nbn technology type at your premises;
- 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.

For more information visit www.spektrumcommunications.com.au

If you would like this info in an alternative/accessible format, please call 1300 693 099

nbn service and 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'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.

Remember to register with [nbn co's Fire Alarm and Lift Emergency Phone Register](#).

NBN service will not work during power failures. This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This also means you will not be able to make calls on a VoIP phone during a power outage. Including calls to emergency services. **WE DO NOT OFFER MEDICAL PRIORITY ASSISTANCE.**

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.

Remember to register with [nbn co's Medical Alarm Register](#).

Fixed Wireless.

For more information about Fixed Wireless plans and speeds, see: [Key Fact Sheet: nbn Services \(Fixed Wireless\)](#).

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