# Key Facts Sheet nbn™ Services

## Speed information for nbn™

EnergyAustralia does its best to provide you with the fastest internet speeds and best experience possible. The internet is a complex thing and many factors can affect the internet speed that is achievable to your premises. When selecting a speed tier for your nbn plan, note that this speed represents the maximum possible speed that is available during off-peak periods. The table below highlights the typical busy period download speed on the EnergyAustralia nbn network.

| Speed Tier | nbn25 Standard | nbn50 Standard Plus | nbn100 Premium |
|---|---|---|---|
| **Typical Evening Speeds (7pm - 11pm)** | 20 Mbps download | 43.6 Mbps download | 80 Mbps download |
| **Ideal for** | Streaming music, video and web browsing with few users (1-3 people) | Multiple devices streaming HD video and music streams with few users (3-6 people) | Multiple devices streaming HD/UHD video and music streams with many users (6-9 people) |

## FTTB/FTTC/FTTN speeds

Once your nbn service is activated, NBN Co. will run an access line speed test. If NBN Co. suggest that your access line is not supportive of the speed tier you have chosen, we will give you an option to downgrade your plan to a lower speed tier and provide a credit adjustment for any difference in speed tier charges paid. You should let us know if you wish to downgrade your plan within 2 months of your nbn service activation.

## Factors that can affect your nbn™ performance

There are factors at your premises that can affect or reduce the performance of your nbn service such as:

* Internal wiring and configuration: Damaged, corroded, badly connected, or poorly configured copper lines within your premises
* Equipment: The quality and age of your modem, routers, and devices can all affect internet speeds, particularly at higher internet speeds
* Wi-Fi interference: The location of your modem and any radio or electrical interference with other devices in or near your home will influence your connection
* Usage: The number of users and devices connected online at once
* Malware and viruses

## In case of power failure

In situations where there is a power failure at your premises, nbn services will cease to function unless the nbn service is connected using FTTP and an nbn battery backup power supply unit is also installed and working.

## Medical and security alarm services

If you wish to continue using a medical or security alarm service, please ensure that your system is compatible with an nbn™ service prior to signing up to one of our nbn plans. If your alarm services are not compatible with an nbn service, you should make your own enquiries into what alternatives are available by contacting the provider of your preferred medical or security alarm service.

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