

# Key Facts Sheet: nbn® Services – Consumer

The information detailed within the Key Facts Sheet is applicable to all residential nbn® consumer plans.

Speed Label	Basic (Speed Pack 2)	Standard (Speed Pack 3)	Home Fast ^ (Speed Pack 3+)		Home Ultrafast^ (Speed Pack 6)
Optus nbn Plans	Optus Basic nbn	Optus Everyday nbn	Optus Fast nbn		Optus Ultrafast nbn
<b>Typical Busy Period Download/ Upload Speeds (7pm–11pm)</b>	25/8Mbps	50/17Mbps	100/18Mbps (FTTB/FTTC/ FTTN)	500/43Mbps* (FTTP/HFC)	800/80Mbps*

^Home Fast (FTTP/HFC), Home Superfast and Home Ultrafast are only available to eligible customers and/or as part of eligible plans only.

It is your responsibility to ensure your self-supplied modem can achieve your Optus nbn Plan speed and can be used with the Optus internet service. Your choice of modem and in-home set up could limit you from utilising the maximum speed of your broadband plan.

## Typical Busy Period Speeds

This is intended to represent the typical expected experience between 7pm–11pm, which is the busy period for consumer Internet traffic.

- It is not a guaranteed minimum speed. Excludes Fibre to the Node (FTTN), Fibre to the Basement (FTTB) and Fibre to the Curb (FTTC) lines with limited maximum line speeds.
- The actual speed experienced depends on a number of factors – see Technical Limitations below.

\*The Typical Busy Period Speeds advertised for the new nbn speed tiers are our best estimate, based on the available speed data. This is not based on the speeds observed for a representative sample (with the exception of the Ultrafast download speed). Once more data is

available, the new nbn speed tier speed information will be updated.

## FTTN, FTTB or FTTC

The maximum line speed is the fastest speed you can get from an nbn service at your address. If your maximum line speed is not available during service qualification, we'll confirm it when your service is working. If this means your line can't support your chosen plan speed or speed pack, we'll notify you of your remedies:

- Remaining on your current plan with no refund;
- If available, moving (at no cost) to a lower speed tier plan at a lower price and receive an applicable refund;
- Exiting your plan without cost and receive an applicable refund (if any).

Users	1–2	2–3	3–5	5+
Recommended Pack	Basic	Standard	Home Fast (FTTB/FTTC/FTTN)	Home Fast (FTTP/HFC)/ Superfast/ Ultrafast
Email/Browsing/HD Streaming	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓
Video Conferencing & Collaboration	1–2 Users	2–4 Users	2–5 Users	5+ Users
4K/UHD Streaming	1 User	1–2 Users	3–4 Users	5+ Users

## Technical Limitations/Factors Affecting Speed and Performance Include:

**nbn Infrastructure** - length and quality of the copper.

**Age and Quality of Hardware/Software** – e.g. your modem, WiFi routers and whether you connect to the internet via Ethernet or WiFi.

**WiFi Signal Interference** - WiFi signals may be interrupted if positioned too close to other devices like a security camera or cordless telephones. Place your WiFi modem off the ground in an open and central location away from walls or other obstructions.

**Number of Devices being used at the same time.**

**Network Congestion** – when more people are using the network at the same time.

**Content** - Accessing overseas content or where content providers equipment is speed limited.

### Power Failure

In most cases, nbn services will not function during a power failure. nbn battery backup isn't available through Optus. Other providers may offer this service on selected nbn access types.

### Medical/Security Alarms

You should contact your device provider to find out if your alarm or other devices will work before connecting to the nbn network and if not, what alternative solutions are available.