Key Facts Sheet: nbn® Services – Consumer

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

Speed Label	Speed Pack 2	Speed Pack 3	Speed Pack 3+	Speed Pack 4^	Speed Pack 5^	Speed Pack 6^
NBN speed tier label	Standard	Standard Plus	Premium	Premium Upload (add-on)	Home Superfast	Home Ultrafast
Typical Busy Period Download/ Upload Speeds (7pm–11pm)	25/4Mbps	25/8Mbps (from 27/3/23)	50/18Mbps	100/18Mbps	100/36Mbps	245/22Mbps	780/40Mbps

^Speed Packs 4, 5 and 6 are only available to eligible customers and/or as part of eligible plans only.

Typical Busy Period Speeds (or Typical Evening Speed)

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 Upload Speed advertised for the 25/10Mbps speed option is our best estimate, based on the available wholesale access network speed data. This is not based on the speeds observed for a representative sample (which are not yet available for this speed option). Once more data is available, the Typical Busy Period Upload Speed for the 25/10Mbps speed option will be updated accordingly.

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; or
- Exiting your plan without cost and receive an applicable refund (if any).

	1–2 people	2–3 people	3–5 people	5+ people
Recommended Pack	**Speed Pack 2**	**Speed Pack 3**	**Speed Pack 3+/ Speed Pack 4**	**Speed Pack 5/ Speed Pack 6**
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

^ Speed pack 4 recommended for 5 users

Technical Limitations/Factors Affecting Speed and Performance Include:

nbn Infrastructure
The length and quality of the copper used.

Age and Quality of Hardware/Software
This may include 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. Elevating your WiFi modem off the ground in an open and central location away from any walls or other obstructions will reduce the impact of the factors mentioned.

Number of Connected Devices
The number of devices being used at the same time.

Network Congestion
There are times when more people are using the network at the same time.

Where's the Content Coming From?
Content that comes from overseas and content from servers that aren't large enough to cope with demand.

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.