Key Facts Sheet: nbn™ Services

The information detailed within the Key Facts Sheet is applicable to all consumer-grade nbn™ plans.

Speed Tiers		12/1 Basic (Fibre 12)	25/10 Boost (Fibre 25)	50/20 Boost Plus (Fibre 50)	100/20 Superfast (Fibre 100)	100/40 Superfast (Fibre 100)	250/25 Rocket (Fibre 250)*	1000/50 Lightning (Fibre 1000)*
nbn™ Networks FTTP, FTTB, FTTC, FTTN, HFC	Typical Evening Speeds 7 pm – 11 pm	10.8 Mbps	22.5 Mbps	45 Mbps	90 Mbps	90 Mbps	216 Mbps	Currently Unavailable

*nbn™ Fiber 250/25 Rocket Plan and 1000/50 Lightning Plan are only available at FTTP and limited HFC technology locations.

Typical Evening Speed

The typical evening speed is between 7 pm – 11 pm which is a busy time for Internet traffic. It is not a guaranteed minimum speed.

The actual speed experienced depends on several factors – see Technical Limitations below. Excludes FTTN/B lines with limited maximum line speeds.

Fibre to the Node/Building

Your Fibre service can never go faster than the maximum line speed available at your home. You will have your line speed confirmed by nbn™ when it becomes available to us. If the plan you have chosen can't be supported by the line, your choices are:

- Moving to a lower plan without charge
- Remaining on your current plan with no refund

Plan	
nbn™ Fixed Wireless Plus	*Fixed Wireless speeds are variable and may be significantly impacted by congestion. Speeds achieved can only be confirmed once a service is activated. Services delivered over Fixed Wireless may not be able to obtain typical plan speeds. The speed of your service may be affected by a range of factors local to your premises.

*The capacity on the nbn™ fixed wireless network is finite and nbn™ is responsible for upgrading the network to meet current and future demands on the capacity. In areas where the company does not satisfy the current demand for capacity, data speeds may be significantly degraded.

	1–2 People	1–3 People	2–4 People	5+ People	5+ People	5+ People	5+ People
Recommended Speed Tier	12/1 Basic (Fibre 12)	25/10 Boost (Fibre 25)	50/20 Boost Plus (Fibre 50)	100/20 Superfast (Fibre 100)	100/40 Superfast (Fibre 100)	250/25 Rocket (Fibre 250)	1000/50 Lightning (Fibre 1000)
Emails & Browsing	Best	Best	Best	Best	Best	Best	Best
Standard Definition Music/Video Streaming	Best	Best	Best	Best	Best	Best	Best
High-Definition Music/Video Streaming	Not Recommended	Good	Best	Best	Best	Best	Best
Ultra-High/4K Definition Music/Video Streaming	Not Recommended	Not Recommended	Good	Best	Best	Best	Best
Online Gaming	Not Recommended	Good	Best	Best	Best	Best	Best
Download & Upload Large Files	Not Recommended	Good	Best	Best	Best	Best	Best

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, Wi-Fi routers and whether you connect to the internet via Ethernet or Wi-Fi.

Wi-Fi Signal Interference:

Wi-Fi signals may interrupt if positioned too close to other devices like a security camera or cordless telephones.

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 able to cope with demand.

Number of Connected Devices:

The number of devices being used at the same time.

Power Failure:

Fibre service will not work during power failures.

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.

Priority Assistance:

If you need fibre or telephone service but have a life-threatening medical condition, or live with someone that does, please seek a provider that can offer you a service with Priority Assistance. OCEANDIGI does not offer fibre or telephone services with Priority Assistance.