

nbn™ speeds explained

Speed to your premises

Your maximum line speed is determined by the type of technology that nbn co makes available at your premises. This is the same, regardless of which service provider you choose. Your actual speed will often be less than the maximum line speeds and vary due to a range of factors that we outline later, particularly during typical busy periods from 7pm to 11pm.

Your speed tier

We generally offer three speed tiers. What speed tier may be suitable for you depends on what you use the internet for and the maximum line speed of your **nbn** technology.

Speed tiers	Basic	Extra	Max
Suitable for	Everyday use	Premises with multiple people online at once	Very fast internet even with multiple people online at once
What do you do on the internet?	Browse the web Stream videos Email and social networking	Stream HD Video Upload/download large files Responsive online gaming	Stream 4K videos Upload/download very large files Responsive online gaming

Even if you choose a higher speed tier, your nbn service can never go faster than the maximum line speed available at your premises. This is particularly relevant to those customers who will be connected by Fibre to the Node (FTTN) or Fibre to the Building (FTTB).

This means for Fibre to the Node (FTTN) and Fibre to the Building (FTTB), the maximum line speed achievable on the **nbn** technology at your premises may be slower than the speeds offered by our Extra or Max. We cannot confirm your maximum line speed until your service is installed and activated on **nbn**.

Once your service is activated on the **nbn**, TeleChoice will check your maximum line speed, and if your line is not capable of supporting the speed chosen, we will automatically move your service to a lower speed tier and credit back the associated charges (if any).

Your service provider's network capacity

During peak periods, from 7pm -11pm in the evening, broadband speeds can slow down as more premises use the internet at the same time. The more network capacity your service provider purchases from nbn co for your area the less speeds will decline during these times. At TeleChoice, we are working to provide the best possible speed performance on the **nbn** network.

Your set up and usage

There is a number of factors related to your in-home set-up and internet usage that can impact your broadband performance on the **nbn** network. These factors are the responsibility of the customer. We have outlined the key factors below:

Modem: The quality and age of your modem will impact the performance of your connection.

Wi-Fi: Your Wi-Fi performance can be impacted by where you place your modem, as well as any radio or electrical interference with other devices in or near your home. Improve your Wi-Fi performance by placing your modem centrally in your premises, or near the stairwell in a two-storey house.

In-premises wiring: If the copper lines within your premises are damaged, corroded, badly connected or poorly configured, it can significantly reduce your **nbn** speed. Technicians can visit your premises and help fix issues related to in-premises set up (fees apply).

Devices: If your connection is slow on one device only, the problem could be malware, viruses or it might be too old to support higher speeds. If you are downloading on multiple devices at once, your available bandwidth is shared between these devices. The more devices connected, the more bandwidth you share between them, and the slower your experience will be.

Content: Your downloads can take a long time if the source of the content you are trying to access is affected by congestion. An example is when a lot of users try and access the same website simultaneously.

There is a number of types of technology provided by nbn co such as Fibre to the Premises (FTTP), Hybrid Fibre Coaxial, Fibre to the node (FTTN), Fibre to the Building and Fixed Wireless.

Find out what **nbn** technology type will be used for your premises [here](#).

Improving performance on the nbn network

At TeleChoice we are committed to providing you with a great experience on the **nbn** network. If you experience problems with the performance of your nbn plan please contact us, and we will investigate what can be done to improve that.