

## Key Facts Sheet : nbn™ Services

The information provided within the Key Facts Sheet is applicable to all consumer nbn™ plans. (FTTP,FTTB,FTTN,FTTC & HFC). TeleChoice does not provide services to Fixed Wireless and Satellite nbn™ networks.

NBN Speed Tier	nbn™ 12	nbn™ 25	nbn™ 50	nbn™ 100
Typical Evening Speed (7PM-11PM)	11Mbps	20Mbps	40Mbps	63Mbps
# of simultaneous users /devices(approx)	1-2 users	2-3 users	3-6 users	6-9 users
Ideal for	Browsing Emails Making Voip calls	Streaming music Video Web browsing Emails Making Voip calls	Mutiple HD video Music Stream Families Gamers and heavy downloads Making VOIP calls	Mutiple HD video, Music stream Families Gamers and heavy downloads 4K streaming Making VOIP calls
Not Suitable for	High Definition (HD) Streaming or 4K streaming .			

### Typical Evening Speed

Typical Evening Speed is the average speed experienced by a representative group of users between the hours of 7pm -11pm . It is not a guaranteed minimum speed. The actual speed you will experience depends on a number of factors- see Technical Limitations below.

### Fibre to the Node , Fibre to the Basement or Fibre to the Curb

Your speed will be confirmed by the nbn™ when your service is activated. If the plan you have chosen cannot be supported by the line , your remedies are:

- Remain on your current plan with no refund
- Move to a lower speed plan and get a refund of the difference between the initial plan and your lower speed plan . If the plan you are on is already the lowest speed plan (12/1) this is not an option.
- Exit your plan without any cost .

### Technical Limitations/ Factors Affecting Speed and Performance

**nbn™ Infrastructure** -The length of the copper line from your premises to the node and quality of the copper line from your premises to the node including corrosion and joint quality.

**Quality of Hardware/Software**-This may include your modem and its age . WIFI routers and whether you connect to the Internet via WIFI or Ethernet . Devices connected via WIFI may experience slower speeds than those connected by Ethernet cable .

**WIFI Signal 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 and Number of connected devices** .The number of users and devices online at once.

**Network Congestion** -Time when more people are using the network at the same time. Internet speeds can also be affected by the source of content and by congestion at the servers providing that content. If you're downloading, for example, from a server which is congested or has only a small capacity, it will be slow even if you have a fast home connection.

**Content of downloads** - Content that comes from overseas and content from servers that aren't large enough to cope with demand.If those servers are in another part of the world, speeds may also be affected by congestion on international data links.

**Power Failure** -During a power failure, nbn™ will not work unless you have a FTTP connection which will have a battery back up power supply unit installed and working. nbn™ battery back up is not available through TeleChoice . Other providers may offer this on selected nbn™ service types.

**Medical/Security Alarms**-Medical monitoring devices and security alarm devices are not supported by TeleChoice nbn™ service types.

Other providers may offer this and may be able to provide you with alternate solutions. You may also contact the provider of the medical alarm service or security alarm service to find out if your devices will work before connecting to the nbn™.