

# Key Facts Sheet: **nbn**<sup>TM</sup> Services

## Important information about the **nbn**<sup>TM</sup> network speed options available.

| Speed                                      | Basic 12   | Plus 50  | Premium 100   |
|--|--|--|---|
| <b>Maximum Off-Peak Speed</b> <sup>1</sup> | 11Mbps Down<br>0.9Mbps Up                        | 47Mbps Down<br>18Mbps Up   | 93Mbps Down<br>37Mbps Up  |
| <b>Typical Evening Speed</b> <sup>2</sup>  | 9Mbps Download                                   | 40Mbps Download  | 80Mbps Download   |
| <b>Suitable For</b>                        | <b>1-2 people</b><br>General browsing and emails | <b>3-4 people</b><br>Multiple HD video and music streams, concurrent users, gaming and heavy downloads | <b>5+ people</b><br>4K video streaming download and upload very large files |
| <b>Not suitable</b>                        | HD Streaming                                     |  |   |

<sup>1</sup> Maximum Off-Peak Speed is the maximum speed that the majority of customers can expect during other times. The actual speed you will experience depends on a number of factors including your access type, demand on the network, local conditions such as internet traffic, your line condition, your hardware and software, the data source or destination and your location which can interfere with reception and speed.

<sup>2</sup> Typical Evening Speed is experienced between 7pm and 11pm. It is not a guaranteed minimum speed.

### Speed test results and your options

Your **nbn**<sup>TM</sup> service can never go faster than the maximum line speed available at your home. We'll run speed tests to confirm your maximum line speed when your service is working and tell you if a higher speed tier will benefit you. If your line isn't capable of supporting the speed tier you're on, we'll issue you a refund, and send you an email with your speed results and options, including;

- switch to a lower priced plan without charge, or
- cancel your plan without charge.

### Some factors impacting performance in the home Broadband speeds may vary due to:

- the website you're visiting and their servers
- Wi-Fi is less reliable than an Ethernet cable
- the speed tier you are on
- in-home wiring
- network capacity and network traffic
- the **nbn**<sup>TM</sup> technology type at your home, and where your modem is located.

Setting up your home modem in a central spot away from your electric appliances can help. Wi-Fi Boosters can also help.

### **nbn**<sup>TM</sup> service and power outages

During a power failure, **nbn**<sup>TM</sup> will not work unless it is an FTTP connection with an **nbn**<sup>TM</sup> battery backup power supply unit installed and working. **nbn**<sup>TM</sup> battery backup isn't available through SpinTel. Other providers may offer this service on selected **nbn**<sup>TM</sup> access types.

This means that with SpinTel you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

### Medical/security alarms

If you have a Back to Base Security Alarm or Medi-Alert connected to your home phone service, it's important you contact your medical or security provider to check if they're compatible with the **nbn** service and identify what alternatives are available. You'll need to arrange this before we move you to the **nbn**<sup>TM</sup> network, or your alarm may not work.

Remember to register with [nbn<sup>TM</sup> co's Medical Alarm Register](#)