




Key facts sheet for nbn™ services

Home Broadband speed – How fast?

| Starter  | Standard Plus  | Premium  |
|--|---|---|
| 1-2 people online at the same time ✓ Emails and browsing ✓ Social media ✓ Online gaming ✓ HD video streaming to 1 device only ✗ Download and upload large files ✗ 4K/Super HD video streaming | 3-6 people online at the same time ✓ Emails and browsing ✓ Social media ✓ Responsive online gaming ✓ HD video streaming to 2-3 devices ✓ Download and upload large files ✗ 4K/Super HD video streaming | 6-9 people online at the same time ✓ Emails and browsing ✓ Social media ✓ Responsive online gaming ✓ Simultaneous download and upload very large files ✓ 4K Steaming to one device and HD streaming to 3+ devices |
| 25 Mbps typical download speed during evening peak. 8 Mbps typical upload speed during evening peak. | 50 Mbps typical download speed during evening peak. 17 Mbps typical upload speed during evening peak. | 100 Mbps typical download speed during evening peak. 17 Mbps typical upload speed during evening peak. |
| Typical download and upload speeds are not guaranteed and your actual speeds may be slower. Evening peak is 7pm to 11pm. Certain plans are not suitable for some activities (indicated by the crosses) and where the activities require speeds in excess of the speeds available on your plan, they will not work. | | |

FTTN/FTTB/FTTC

Your nbn service can never go faster than the maximum line speed at your home. If you are connecting to the nbn for the first time, we'll check your maximum line speed when your service is working. If your line can't support the speed plan you're on, we'll send you an email with your speed test results, and then you can choose to

1. remain on your current speed plan (and also remain on your contract or month to month arrangement); or
2. cancel your plan without incurring any early exit fees; or
3. downgrade your speed plan without incurring any recontracting fees;

If you elect to switch to a lower priced plan or cancel your service, we will also provide you with a once-off proportionate refund to reflect the period you did not receive the full benefit of your plan.

Some factors impacting performance in the home

Broadband speeds may vary due to:

- the website you're visiting and their servers
- Wi-Fi being less reliable than an Ethernet cable
- the speed plan you're on
- in-home wiring
- network capacity and network traffic
- the nbn 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 or installing a Wi-Fi booster can help.

nbn and power outages

Your home phone service won't work during a power outage. This means that 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.

For Fibre to the Premises (FTTP) connections, you can buy a battery backup at an electronics store which you can put into your nbn equipment.

Medical/security alarms

Belong doesn't support security alarm or medical alarm services. Examples of this include house alarm, security system, help button or pendant, or an emergency, panic or medical alarm. If you require these services Belong is not suitable for you.

Please contact your security alarm or medical alarm service provider to determine whether they will be compatible with an nbn service and if not what alternatives are available. If you're using a medical alarm service, we recommend you register the service on the nbn Medical Alarm Register, which can be found on nbn Co's website.