

# Key Fact Sheet **NBN Services Consumer Plans**

Welcome to Vodafone nbn™. Here you'll find some important information. It's a good idea to read through it so you're across everything before you sign up. It'll help you understanding things like what nbn™ plan is most suitable for you

	Essential nbn™	Essential+ nbn™	Home Fast nbn™	nbn™ Home Superfast*	nbn™ Home Ultrafast*
nbn™ speed tier	nbn™ 25^ Standard Evening Speed	nbn™ 50^ Standard Plus Evening Speed	Home Fast nbn™ Premium Evening Speed	nbn™ Home Superfast* Premium Evening Speed	nbn™ Home Ultrafast* Premium Evening Speed
Typical busy period speed (7pm – 11pm)*	25Mbps	50Mbps	90Mbps	200Mbps+ Estimated Typical Busy Period Speed**	250Mbps+ Estimated Typical Busy Period Speed**
Our usage recommendation	Good for 1 – 2 people using at once	Great for families where up to 4 people are using at the same time	Good for large, busy households with 5 or more using at the same time	Better for large, busy households with 5 or more using at the same time	Best for large, busy households with 5 or more using at the same time or for those that want the fastest speed we offer
	Streaming movies together, browsing online and using social media.	Streaming separately, browsing online, and watching movies in 4K and online gaming.	Connecting many streaming video devices at once, & responsive online gaming	Connecting many streaming video devices at once, Responsive online gaming and downloading large files quickly	Connecting many streaming video devices at once, Responsive online gaming and downloading large files quickly

^This represents the theoretical maximum possible speed that is available during off-peak periods.

\* This is the typical Evening period download speed that the average consumer can expect to receive between 7-11pm (as measured in the period 23/04/ to 06/05/2021). Please be aware that these speeds aren't a guaranteed minimum and you may experience lower.

\*\*Estimated Typical Evening Download Speed: The nbn™ Home Superfast Plan and the nbn™ Home Ultrafast Plan are new plans, and therefore the Typical Evening Download speeds stated here are currently based on an estimate. Vodafone NBN will revise the Typical Evening Download Speeds and this Key Facts Sheet once it has collected enough data on the speed performance of this plan. Until then, the speeds stated here represent the initial testing we have conducted on the new nbn™ Home Superfast & Ultrafast tiers in June 2020.

\*NBN Home Superfast will offer peak wholesale download speeds of up to 250 Mbps and upload speeds of up to 25Mbps. NBN Home Ultrafast will offer peak wholesale download speeds of 500 to close to 1000 Mbps and upload speeds of up to 50Mbps. These speeds are also subject to the access technology by which the service is supplied. You will typically experience slower speeds than the maximum connection speed available on these plans. You should refer to the Typical speeds as a more accurate estimate of likely experience

+As these are new plans, we are in the process of conducting testing and will revise this Key Facts Sheet once we have collated enough data on the typical Evening speed performance of these plans. Until then, the speeds stated here represent the initial testing we have conducted on the new nbn™ Home Superfast & Ultrafast tiers in June 2020.

If you're connecting to the nbn™ using FTTB/FTTN/FTTC technologies, then we'll check your maximum line speed after your service is activated. If the maximum line speed at your address doesn't support the speed tier of the plan you've chosen, we'll let you know. We may change your plan to one that's more suitable to make sure that you're not paying more for speeds you can't achieve and refund you the difference.

## Factors that may affect your nbn™ speed and performance

The actual nbn™ speeds that you experience can be affected by a large number of factors – ranging from the technology that is used to connect you to the nbn™, modem type and positioning, the quality of your in-building wiring, your selected plan, the number of people and devices using connection at the same time, content accessed, internet traffic demand, the capacity in our network and possible interference or range issues affecting your Wi-Fi. There are ways you might be able to reduce the impacts of these factors, such as the location you select to position your modem and the Wi-Fi band you choose to connect with. You can learn more about these factors and how you might be able to reduce the impact of these at:

<https://www.vodafone.com.au/support/nbn/speed-guide>

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## Important information about medical & security alarms and devices

If you currently use a medical or security alarm that is connected with your phone line we recommend that you contact your alarm or device provider to check if your device is compatible to work on the nbn™. Some devices will no longer work on the nbn™ and your medical or security alarm provider should be able to discuss alternative options with you if this is the case.

## Important information about Battery Back-up

We don't supply a Battery Back-up service – this means that in the event of a power outage you will be unable to access the internet through your nbn™ service – in this situation you'll need to rely on your mobile service.