









Key Facts Sheet: nbn™ Services

Important information about the nbn network speed options available with Telstra.

Telstra speed options			
<p>Basic Evening – nbn12</p>  <p>9 Mbps download¹</p>	<p>Standard Evening – nbn25</p>  <p>20 Mbps download¹</p>	<p>Standard Plus Evening – nbn50</p>  <p>40 Mbps download¹</p>	<p>Premium Evening – nbn100</p>  <p>80 Mbps download¹</p>
What can you do at these speeds?			
 <p>1–2 people</p>	 <p>1–3 people</p>	 <p>3–6 people</p>	 <p>6–9 people</p>
online at the same time on multiple devices			
<ul style="list-style-type: none"> ✓ Emails and browsing ✓ Social media ✓ SD video streaming on 1 device ✓ Online gaming ✗ Download and upload large files 	<ul style="list-style-type: none"> ✓ Emails and browsing ✓ Social media ✓ HD video streaming ✓ Online gaming ✓ Download and upload large files 	<ul style="list-style-type: none"> ✓ Emails and browsing ✓ Social media ✓ HD video streaming ✓ Online gaming ✓ Download and upload large files 	<ul style="list-style-type: none"> ✓ Emails and browsing ✓ Social media ✓ 4K video streaming ✓ Online gaming ✓ Download and upload large files

¹ Typical minimum busy period download speeds (7pm–11pm).

Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) speed test results and your options

Your nbn 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 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 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 service and power outages

Your nbn 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, battery backup is available to customers with Priority Assistance, a medical alarm, back-to-base alarm, lift phone or a voice-only service.

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 network, or your alarm may not work.

Remember to register with [nbn co's Medical Alarm Register](#).

For more information visit telstra.com/nbn-speeds
If you would like this brochure in an alternative/accessible format, please call 13 2200.

