



# Key Fact Sheet:

## nbn™ Services - Consumer

### Information on Speed Tiers

nbn™ is available in a range of speed tiers. A speed tier is a theoretical maximum speed that is available during the Off-peak period which is between 11pm and 7pm. The actual speed that you experience may be less, especially during the Peak period which is between 7pm and 11pm.

| nbn™ Speed Tier                        | nbn25  | nbn50   | nbn100  |
|--|--|---|---|
| Goodtel Plan Name                      | nbn25  | nbn50   | nbn100  |
| Typical Peak Time Speed (7pm-11pm)     | 21Mbps   | 42Mbps  | 83Mbps  |
| Typical Off-peak Time Speed (11pm-7pm) | 21Mbps   | 42Mbps  | 83Mbps  |
| Suitable for:                          | 3+ users streaming video, music and web browsing. Streaming multiple HD services simultaneously is not recommended on this plan. | 5+ users simultaneously streaming HD video, music and web browsing. | Heavy internet users, gamers and larger households. |

### Information on FTTB/FTTC/FTTN Speeds

NBN services provided using FTTB/FTTC or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will achieve until your service is connected. If after connecting to a higher speed tier you cannot achieve the typical speed shown for your plan we will let you know and offer to move you to a lower speed tier and refund any money you have paid for the higher speed tier.

### Other factors that can affect speed

Speeds may be affected by the quality of your Wifi modem and configuration, internal wiring and sockets in your home, the distance between your Wifi modem and your devices, electrical and Wi-Fi interference, the number of users using the internet including network or internet congestion, weather or infrastructure faults.

### Technical limitations during power outage

Goodtel does not provide a battery backup in case of a power outage at your property. This means in the event of a power outage you will not be able to use the nbn™ service or make/receive phone calls (including emergency phone calls) using a telephone service that runs over the nbn™. Any security or medical alarms connected to the nbn™ will cease to work. We recommend ensuring that a mobile phone is always charged and within coverage in case you need to make emergency calls.

### Ensuring continuity of service for Medical and Security Alarms

If you use a medical or security alarm it is important to determine whether they are compatible with the nbn™ before signing up with us. If your medical or alarm service is not compatible with the nbn™ your alarm provider will need to let you know of alternative options for your alarm to continue to operate. If you are using a medical alarm over an nbn™ service we recommend registering your device on the nbn™ Medical Alarm Register at [www.nbnco.com.au](http://www.nbnco.com.au).