

Key Facts Sheet:

NBN Services



CRISP NBN Plan	Pulse 25/10 \$75	Wave 50/20 \$85	Dash 100/20 \$95	Swift 100/40 \$105	Rapid 250/25 \$119	Turbo 1000/50 \$129
Typical evening speeds (7pm-11pm)	22/8.5mbps	48/17mbps	95/17mbps	95/34mbps	240/21mbps	600/42mbps
People online at the same time on multiple devices	1-2	1-2	2-3	5-6	7+	7+
Emails and web browsing	✓	✓	✓	✓	✓	✓
Streaming HD Video	✓	✓	✓	✓	✓	✓
Download/Upload files	✓	✓	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓	✓	✓
Smooth video calls	✓	✓	✓	✓	✓	✓
Streaming UHD Online	✗	✗	✓	✓	✓	✓
Download/Upload large files	✗	✗	✓	✓	✓	✓

Speed Test

Fibre to the Node (FTTN), Fibre to the Premise (FTTP) and Fibre to the Curb (FTTC) speed test results and your options:

Your nbn service can never go faster than the maximum attainable speed available at your premises. If you are connecting to the nbn for the first time, we'll check your maximum attainable speed when your service is working. If your line can't support the speed tier you're on, we'll send you an email with your speed results and the option to: remain on your current plan; move to a lower priced plan (if one is available) and receive a proportionate refund to reflect the period you didn't receive the full benefit of your plan; or cancel your plan at no cost.

Things that can affect your NBN speed service

There are a number of factors that can impact the actual speed delivered by your nbn service:

- The nbn speed tier you have purchased
- Where you have placed your Wi-Fi router
- How far your device is from your WiFi router
- How your device is connected to the service – when using WiFi, you may experience slower speeds than what can be achieved by connecting your device (s) with an ethernet cable
- Interference to your Wi-Fi signal from other networks and electrical equipment
- The age and performance of the wiring in your address
- The capacity of the network and how much traffic it is carrying
- The type of device that you are using
- The speed of the website you're browsing

Setting up your router in a central spot, away from your electrical appliances, connecting your main device by ethernet cable to the router and/or Wi-Fi boosters can assist improving your speeds.

Technical limitations

Your nbn service will not work during power failures. This service does not include any battery backup power supply for either nbn's equipment or any customer equipment. This also means that you will not be able to make calls on a VoIP phone during a power outage, including calls to emergency services.

Please discuss with us prior to transferring to the nbn if you wish to keep your home phone number.

To avoid any interruptions to your internet, we recommend that you do not cancel your existing internet service until your new nbn service is fully operational.

Medical Alarm / Security

Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an nbn service. You can do this by contacting the provider of your medical or security alarm service, who can advise on options.