



Key Facts Sheet NBN Residential Services

CRISP NBN Plan	Pulse 25/10 \$72	Wave 50/20 \$85	Swift 100/40 \$99	Dash 500/50 \$95	Surge 250/100 \$99	Rapid 750/50 \$104	Blaze 500/200 \$115	Turbo 1000/100 \$119	Volt 1000/400 \$135	Ignite 2000/100 \$165	Eclipse 2000/200 \$165	Aero 100/20 \$95	Skyline 250/20 \$99	Nimbus 400/40 \$110
Typical evening speeds (7pm-11pm) Download/Upload Mbps	25/8.5	50/17	95/34	500/40	250/80	750/40	500/178	860/85	875/339	1700/85	1700/170	50/8	90/8	120/8
People online at the same time	1 or 2	2 or 3	3 or 4	5 or 6	6+	6+	6+	6+	7+	8+	15+	2 or 3	3 or 4	4 or 5
Emails & web browsing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Streaming HD Video	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Download/Upload files	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Smooth video calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Streaming UHD Online	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Download/Upload large files	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Streaming media up to 8K	✗	✗	✗	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓

Speed Test

The nbn speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. Not all FTTN, FTTB, HFC or FTTC access lines support all speed tiers.

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 Wi-Fi 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.