

# Key Facts Sheet: Important Information for you to know

The speeds mentioned are the maximum achievable speeds during the non-busy or off-peak hours.

## Technical Service Limitations - Factors affecting speeds

The performance of your service including speed are dependent on various factors such as quality of the router, existing cabling or signal interference from other equipment.

We are happy to assist you with the queries regarding the quality of service and provide you with the best recommendations.

The services provided over NBN requires power supply to work. Any disruption in power will prevent you from accessing services including calls to emergency services. Our service doesn't include any battery backup to ensure the uninterrupted service.

## Speeds and Service Delivery

If we are unable to meet the speed commitments, we will offer you a different plan with a lower speed or you can terminate the services with us at no cost

## Wi-Fi

In most instances, a connection over Wi-Fi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same Wi-Fi network. Wi-Fi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

## Congestion Prioritization

If there is a lot of "traffic" (i.e. lots of people downloading stuff at the one time) your internet speed can be impacted.

## Equipment

Older or outdated equipment such as Modem's can affect the speed of your connection. Other equipment such as filters, sockets internal wiring may also cause speed issues.

## Overseas Content

Content being downloaded from overseas servers can be lower than domestic content due to congestion on international pipes.

## Security and Medical Alarms

If you are using security systems or medical alarms over the existing service, we recommend you contact a suitable provider to discuss the compatibility of the existing services over NBN or your options for similar services that works with NBN.

## Type of technology

NBN has adopted a multi technology mix which means that not every connection is the same, this will result in customers receiving different speeds depending on the type of technology they are connected to.

### •Fibre to the Premise

(FTTP)Premises that are connected directly with Fibre, customers in most cases will receive the best possible speed available.

### •Fibre to the Node (FTTN):

Fibre connected to a Node and using the existing copper network to complete the connection to a premise.

### •Fibre to the Basement (FTTB):

Fibre connected to a building's communication room then utilizing the existing technology in the building to connect a premise.

### •Fixed Wireless (FW):

Data travels from a transmission tower to a rooftop antenna which is connected to a network device connected to the premise. This is not a wired connection.

### •Hybrid Fibre Coaxial (HFC):

Fibre connected to a Node and using the existing Pay TV or cable network to complete the connection to the premise