




nbn™ speeds and usage

Standard nbn25 20 Mbps Download Typical Busy Period Speed (7pm-11pm)	Standard Plus nbn50 40 Mbps Download Typical Busy Period Speed (7pm-11pm)	Premium nbn100 77 Mbps Download Typical Busy Period Speed (7pm-11pm)
 <p>1-3 people can be online together</p>	 <p>3-6 people can be online together</p>	 <p>6-9 people can be online together</p>
<p>This speed is ideal for: Using 1-3 devices at the same time Streaming standard definition video Gaming online Browsing the internet & online shopping Using social media and email</p>	<p>This speed is ideal for: Using 3-6 devices at the same time Streaming high definition video Gaming online Browsing the internet & online shopping Using social media and email Downloading large files, videos and images</p>	<p>This speed is ideal for: Using 6-9 devices at same time Streaming 4K video Gaming online Browsing the internet and online shopping Using social media and email Downloading very large files and high definition video</p>

Things that can affect your nbn™ service speed

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 WiFi modem
- how far your device is from your WiFi modem
- interference to your WiFi signal from other networks and electrical equipment
- the age and performance of the wiring in your home
- the capacity of the network and how much traffic it is carrying
- the type of nbn™ technology connecting your home
- the speed of the website you're browsing

Note that speed tier descriptors used in advertising and on our website represent the maximum possible speed available during off-peak.

Ways to improve the nbn™ speed you experience

There are a number of things you can do that may help improve the speed performance of your nbn™ service:

- connect your devices via Ethernet cable
- placing your modem in an optimal position
- keeping your modem away from other electrical devices
- installing a WiFi booster or mesh network
- using current hardware and devices with specifications suitable to nbn™
- Switching WiFi band to avoid interference

About FTTN/FTTB/FTTC speeds

If your nbn™ service is connected via one of these technologies then the maximum achievable access line speed at your address may be lower than the speed tier you have purchased from Exetel.

If your place is connected by FTTN, FTTB or FTTC technology, we'll test your connection as soon as your service is active and let you know your actual access line speed. If NBN Co cannot deliver your plan speed, we'll offer you a speed downgrade and, if you notify us within 90 days, refund any price difference or cancel your service for a full refund.

Information about medical and security alarms

Before ordering an Exetel nbn™ service you should determine whether any medical or security alarm service that you wish to continue using is compatible with the nbn™ service you are purchasing. You should speak to the provider of your medical or security alarm before we move you to the nbn™, or your alarm may stop working. You should also register with nbn's Medical Alarm Register.

About power outages and your nbn™ service

Your nbn™ service will not function during a power failure unless the nbn™ service is connected using FTTP and a nbn™ battery back-up power supply unit is also installed and working. During a power outage your home phone and internet service delivered via nbn™ will not work because there will be no power to your modem. If this happens you will not be able to make or receive calls, including calls to Emergency Services. Your mobile phone should be fully charged just in case you need to make emergency calls. Your back-to-base alarm system or medical alarm which relies on an internet connection will not work.