

## nbn Key Facts Sheet

| Plan   | ONE QUOKK | TWO QUOKKS | THREE QUOKKS | ROCK AROUND THE QUOKK! |
|--|-----------|------------|--------------|------------------------|
| People online at the same time on multiple devices | 1-4       | 5+         | 1-9          | 10+                    |
| *Typical evening download speeds (7pm -11pm)       | 20 Mbps   | 90 Mbps    | 200 Mbps     | 600 Mbps               |
| *Typical evening upload speeds (7pm -11pm)         | 4 Mbps    | 16 Mbps    | 20 Mbps      | 40 Mbps                |
| VoIP Calling                                       | ✓         | ✓          | ✓            | ✓                      |
| Emails and browsing                                | ✓         | ✓          | ✓            | ✓                      |
| SD Video Streaming                                 | ✓         | ✓          | ✓            | ✓                      |
| HD Video Streaming                                 | ✗         | ✓          | ✓            | ✓                      |
| 4K Video Streaming                                 | ✗         | ✗          | ✓            | ✓                      |
| Online Gaming                                      | ✗         | ✓          | ✓            | ✓                      |
| Download and Upload large files                    | ✗         | ✗          | ✓            | ✓                      |

### Important things to know

\*Typical evening speed measures network speed to customer premises, it is not a measure of customers' received in-premises speed.

### Technical limitations

NBN service will not work during power failures unless connected using FTTP and an NBN battery backup power supply unit is installed and working. Your speed or performance may be reduced by other factors such as your in-home setup and wiring.

Talk to your provider about what you can do to improve performance. For example, elevating your router above the ground may improve your speed as electrical objects such as a fridge may be acting as a damper.

### Medical alarms/security

Before entering into a consumer contract, you should find out if any medical or security alarm services you want to use are compatible with an NBN service. If your medical or security alarm services are not compatible with an NBN service, you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm service.

### What happens if I can't get this speed at my house? (FTTN, FTTB, FTTC)

Your Fibre service can never go faster than the maximum line speed available at your home. If you're connected to the NBN via Fibre to the Node, Fibre to the Basement or Fibre to the Curb, we test what speed your NBN line is capable of once you're connected. If your line can't deliver the speed plan you've ordered, you can exit your plan at no cost or drop to a lower speed plan at no cost.