









Key Facts Sheet: NBN™ Services

This Key Facts Sheet is relevant to MyNetFone Business NBN Lite and Business NBN Unlimited Plans.

Speed Tiers				
	 Basic Evening Speed 12*	 Standard Evening Speed 25*	 Standard Plus Evening Speed 50*	 Premium Evening Speed 100*
Fixed Wireless	Available	Available	Unavailable	Unavailable
Standard work hour speeds 9:00am to 5:00pm	11Mbps download 0.9Mbps upload	22Mbps download 4Mbps upload	45Mbps download 18Mbps upload	90Mbps download 36Mbps upload
Users	1-2 people 	1-3 people 	3-5 people 	5-8 people 
Common online uses	<ul style="list-style-type: none"> ✓ Web browsing ✓ Emailing ✗ Streaming music, videos ✗ Big downloads 	<ul style="list-style-type: none"> ✓ Web browsing and emailing ✓ Streaming HD videos and music ✓ Big downloads 	<ul style="list-style-type: none"> ✓ Web browsing and emailing ✓ Streaming HD videos and music ✓ Big downloads 	<ul style="list-style-type: none"> ✓ Web browsing and emailing ✓ Streaming 4K videos and music ✓ Big downloads

*The speeds identified are maximum possible speed that is available during off-peak periods.

FTTN/B/C speeds

Your **nbn**™ service can never go faster than the maximum line speed available at your premises, so this can only be confirmed when your service is activated on the **nbn** network. You may want to start with a lower speed first and upgrade the speed tiers once the information is available. If your FTTN/B/C connection doesn't allow you to reach the speed tier you are on, your remedies are to switch to a lower plan or cancel without charge.

Factors impacting performance

Unless your **nbn** service is connected using FTTP and you have a working **nbn** battery backup power supply unit installed, your **nbn** service won't work during a power outage. This means that you won't be able to use your internet or make or receive phone calls, including calls to Emergency '000' services.

Other factors which would affect or reduce service speed or performance of **nbn** service:

- the website you're visiting and their servers
- Wi-Fi is less reliable than an Ethernet cable
- number of people/devices using the service simultaneously

- in-premises wiring
- network capacity and network traffic
- the **nbn** technology type at your premises
- location of your modem.

Please contact us if you have concerns about any of the above and we'll be happy to assist you.

Medical/Security alarms services

If you have a security alarm or a medical alarm services, it's important you assess whether these services are compatible with an **nbn** service. You can contact your medical or security provider to check compatibility and identify what alternatives are available. You'll need to do this prior to contracting **nbn** services with us, otherwise your alarms may not work.

For more information visit

<https://www.mynetfone.com.au/NBN-Speed-Guide>. If you would like this information in an alternative/accessible form, please call 1300 733 995.