

Key Fact Sheet

First Responder Broadband – nbn® Broadband

Important information about the First Responder Broadband Service (**Service**)

nbn® Plan	25/10	50/20	100/20	100/40	250/25	1000/50	250/100	500/200	1000/400
Typical Evening Download Speed (7pm -11pm)	23Mbps	48Mbps	92Mbps	92Mbps	234Mbps	600Mbps	234Mbps	420Mbps	600Mbps
Typical Evening Upload Speed (7pm – 11pm)	8Mbps	17Mbps	17Mbps	34Mbps	20Mbps	40Mbps	92Mbps	170Mbps	330Mbps
People online at the same time using multiple devices	1-2	2-3	5-6	5-6	7+	7+	9+	11+	13+
Email / Social Media / Browsing	✓	✓	✓	✓	✓	✓	✓	✓	✓
Standard Streaming	✓	✓	✓	✓	✓	✓	✓	✓	✓
High-Definition Streaming (1080p)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ultra-High-Definition Streaming (4K)	✗	✓	✓	✓	✓	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓	✓	✓	✓	✓	✓
Download and Upload files	✓	✓	✓	✓	✓	✓	✓	✓	✓
Download and Upload large files	✗	✗	✓	✓	✓	✓	✓	✓	✓
Video Conferencing	✗	✓	✓	✓	✓	✓	✓	✓	✓

Typical evening or busy period speeds: The "typical evening" or "busy period" speed is measured based on the network speed to a customer's premises, and is not a measure of speeds received by customers within their premises. This is not a guaranteed speed, and not every customer will receive the speeds advertised above. You will typically experience slower speeds than the maximum connection speeds available in the Plan which you have selected. You should refer to the typical speeds for a more accurate estimate of your experience.

Fibre to the Node (FTTN), Fibre to the Building (FTTB) or Fibre to the Curb (FTTC): The Service speeds can never go faster than the maximum attainable speed available to your premises. Your Service speeds are affected by the length and quality of the copper wire used by NBN Co. We will inform you if NBN Co advises us that the maximum attainable speeds for your Service does not support the Plan you have chosen. If so, then you may (1) remain on your current Plan; (2) move at no cost to a lower speed Plan and receive a credit for the difference to reflect between the Plan you have paid for and the closest Plan your maximum attainable line speed can support (this option is not available if you are already on the lowest speed Plan); or (3) cancel your Plan at no cost and receive a proportionate refund of fees to reflect the period you did not receive the full benefit of your Plan (including set up costs).

Factors affecting Service speeds: The speed and performance of the Service depends on the Plan you select, and on a variety of factors, such as the server which you connect to or the equipment you use. We recommend setting up your

modem in an elevated and central location in your premises, away from other electrical appliances or obstructions.

Power outages: Your Service will not work during a power outage. This means that you will not be able to use your broadband services if there is a power outage.

Medical and security alarms: If you have any medical and security alarms, you should contact your device provider to find out if your alarm or other devices will work with an nbn® service, and identify the available alternatives if they are not. Due to the limitations during a power outage, the Service is not suitable for you if you have a serious or life-threatening medical condition that requires continuous use of the Service.

Fixed Wireless: For more information about Fixed Wireless plans and speeds instead, please see [\[insert link to the Key Fact Sheet for Fixed Wireless\]](#).

First Responder Broadband

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