

Residential/Personal NBN Plans (Information on speed tiers)

The following information relates to residential/personal NBN plans that are delivered over the NBN fixed line (FTTP or HFC) network. The information is to assist in understanding and making informed choices about NBN services offered by InfiNET Broadband. The information will help you prepare to migrate to the NBN or relocate to another connection type.

InfiNET Broadband offer a range of NBN speed tiers. A speed tier is a theoretical maximum speed that is available during off-peak periods. The actual speed that you experience may be less, especially during busy periods.

	NBN 250	NBN 500	NBN 1000
InfiNET Plan Name	InfiNET NBN TC4 250/25Mbps Unlimited or InfiNET NBN TC4 250/100Mbps Unlimited	InfiNET NBN TC4 500/200Mbps Unlimited	InfiNET NBN TC4 1000/50Mbps Unlimited or InfiNET NBN TC4 1000/400Mbps Unlimited
Typical Speed (Peak) 19:00 – 23:00	250Mbps Download* 25Mbps Upload* Or 250Mbps Download* 100Mbps Upload*	500Mbps Download* 200Mbps Upload*	1000Mbps Download* 50Mbps Upload* Or 1000Mbps Download* 400Mbps Upload*
Typical Speed (Off Peak) 23:00 – 19:00	250Mbps Download* 25Mbps Upload* Or 250Mbps Download* 100Mbps Upload*	500Mbps Download* 200Mbps Upload*	1000Mbps Download* 50Mbps Upload* Or 1000Mbps Download* 400Mbps Upload*
Suitable use for:	5+ Users	5+ Users	5+ Users
Usage:	Social Media Emails & Web browsing Online Gaming HD Video Ultra HD or 4K Videos	Social Media Emails & Web browsing Online Gaming HD Video Ultra HD or 4K Videos	Social Media Emails & Web browsing Online Gaming HD Video Ultra HD or 4K Videos
Access Technologies	FTTP & HFC	FTTP & HFC	FTTP & HFC

* Actual speeds may vary for a number of reasons. Some include: Poor-quality routers, distance from the router using Wi-Fi or interference, old or inferior cabling/wiring. InfiNET Broadband will be able to help find or rule out some of the issues that might be causing these problems and suggest ways to fix them. InfiNET will continue to collect data and our NBN Key Facts sheet will be updated to reflect peak speeds as they change.

NBN Access Technologies:

Please visit our page for full details on the various NBN access technologies and how they work. If it's established, your connection isn't capable of supporting the chosen plan and speed tier, you will have the option to move to a lower plan (if available), remain on the selected plan or cancel your service and exit your contract if applicable without penalty.

Technical limitations:

- NBN services will not function during a power failure unless the NBN service is connected using FTTP and an NBN battery backup power supply unit is also installed and working.
- Speed or performance can be affected by the standard of cabling, router quality, electrical interference, physical distance between the router and Wi-Fi devices. InfiNET can help discover and resolve these performance issues

Medical alarms/security:

If there are any medical/security alarm services you want to use, they must be checked for compatibility with an NBN service. Please contact the provider of your medical or security alarm service to advise on options.