

## Residential/Personal NBN Plans (Information on speed tiers)

The following information relates to Residential or Personal NBN plans that are delivered over the NBN fixed line (FTTN, FTTC, FTTB, FTTP & HFC) and fixed wireless networks. 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.

	<b>NBN 12/1</b>	<b>NBN 25/10</b>	<b>NBN 50/20</b>	<b>NBN 100/20</b>	<b>NBN 100/40</b>
<b>InfiNET Plan Name</b>	InfiNET NBN TC4 12/1Mbps Unlimited	InfiNET NBN TC4 25/10Mbps Unlimited	InfiNET NBN TC4 50/20Mbps Unlimited	InfiNET NBN TC4 100/20Mbps Unlimited	InfiNET NBN TC4 100/40Mbps Unlimited
<b>Typical Speed (Peak) 19:00 – 23:00</b>	12Mbps Download* 1Mbps Upload*	25Mbps Download* 10Mbps Upload*	50Mbps Download* 20Mbps Upload*	100Mbps Download* 20Mbps Upload*	100Mbps Download* 40Mbps Upload*
<b>Typical Speed (Off Peak) 23:00 – 19:00</b>	12Mbps Download* 1Mbps Upload*	25Mbps Download* 10Mbps Upload*	50Mbps Download* 20Mbps Upload*	100Mbps Download* 20Mbps Upload*	100Mbps Download* 40Mbps Upload*
<b>Suitable use for:</b>	1 User	2-3 Users	3-4 Users	5 Users	5 Users
<b>Usage:</b>	Social Media Emails & Web browsing	Social Media Emails & Web browsing	Social Media Emails & Web browsing Online Gaming	Social Media Emails & Web browsing HD Video Ultra HD + 4K Videos	Social Media Emails & Web browsing HD Video Ultra HD + 4K Videos
<b>Access Technologies:</b>	FTTP/FTTB/FTTC FTTN/HFC	FTTP/FTTB/FTTC FTTN/HFC	FTTP/FTTB/FTTC FTTN/HFC	FTTP/FTTB/FTTC FTTN/HFC	FTTP/FTTB/FTTC FTTN/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 & suggest ways to fix them. InfiNET will continue to collect data & 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.