



KEY FACTS SHEET: NBN SERVICES (RESIDENTIAL)

This information relates to NBN plans delivered on fixed-line connections i.e. NBN Fibre to the Premises (FTTP), Fibre to the Basement (FTTB), Fibre to the Node (FTTN), Fibre to the Curb (FTTC), or Hybrid Fibre Co-Axial (HFC). Below indicates your NBN plan's typical download speeds and online usage during the busy period. The busy period is 7pm - 11pm for residential customers.

Plan Name	NBN12	NBN25	NBN50	NBN100
Maximum Possible Download Speed	12mbps	25mbps	50mbps	100mbps
Typical download speed of average user during busy period	10mbps	20mbps	40mbps	80mbps
Number of simultaneous users/devices during typical busy period (approx.)	1-2	1-3	3-6	6-9
Making phone calls (VoIP)	✓	✓	✓	✓
Email, social media & web browsing	✓	✓	✓	✓
Standard Definition (SD) streaming	✓	✓	✓	✓
High Definition (HD) streaming	✗	✓	✓	✓
Ultra HD/4K streaming	✗	✗	✗	✓
Online Gaming	✓	✓	✓	✓

Internal conditions impacting internet speed and performance

Broadband speeds may vary due to:

- the website you're visiting and their servers
- Wi-Fi is less reliable than an Ethernet cable
- the speed tier you are on
- in-home wiring
- network capacity and network traffic
- the nbn technology type at your home, and
- where your modem is located.

Internal conditions can often be remedied by making changes to your home internet set up.

To reduce the impact of internal conditions, ensure that you are only using equipment supplied by Bendigo Telco or only as specified in your device user manual. Setting up your home modem in a central spot away from your electric appliances can help. Wi-Fi Boosters can also help.

External conditions impacting internet speed and performance

External conditions are factors that can only be remedied by contacting Bendigo Telco for further investigation.

If your NBN broadband connection utilises Fibre-to-the-Node (FttN), Fibre-to-the-Basement (FttB), or Fibre-to-the-Curb (FttC) technology and isn't capable of supporting the speed tier you're on, we will change your speed tier to the most suitable or cancel your plan without any charge or fee.

How power failures affect your connection

During the event of a power failure, your NBN phone and/or internet connection will not work unless the NBN service is connected using FttP and an NBN battery backup power supply unit is installed and working.

Check your medical and security alarm compatibility

If you have an active medical or security alarm at your premise, you should undertake your own enquiries before signing up to an NBN plan to assess whether that service is compatible with the NBN. If your service/s are not compatible, you should contact your alarm provider to assess what alternatives are available. Visit www.nbnco.com.au/residential/learn/device-compatibility.html for more information.

**For more information call 1300 228 123
or visit bendigotelco.com.au**