



Consumer NBN™ Broadband Speed Information Sheet

The theoretical maximum access speeds for PremTel NGN nbn™ Broadband plans are:

- **nbn™12 - 7 – 12Mbps** – This plan offers download speeds (from the Internet) of between 7Mbps and 12Mbps, and upload speeds (to the Internet) of 1Mbps. This is the basic service, compared to an average ADSL2+ connection. A basic speed to cover the essentials. Ideal if your application is in a small household with one or two devices connected.
- **nbn™25 - 15 – 25Mbps** – This plan offers download speeds (from the Internet) of between 15Mbps and 25Mbps, and upload speeds (to the Internet) of between 1Mbps and 5Mbps. Perfect for families, entertainment lovers and households with multiple devices connected.
- **nbn™50 - 30 – 50Mbps** – This plan offers download speeds (from the Internet) of between 30Mbps and 50Mbps, and upload speeds (to the Internet) of between 5Mbps and 20Mbps. This service may deliver a better outcome if there are multiple online users streaming HD movies and downloading.
- **nbn™100 - 60 – 100Mbps** – This plan offers download speeds (from the Internet) of between 60Mbps and 100Mbps, and upload speeds (to the Internet) of between 20Mbps and 40Mbps. This service is designed for applications requiring higher speeds and households that connect a large number of devices simultaneously. For example, large households, online gamers and media buffs (4K streaming).

Speeds: Internet speeds on these plans are variable and you will typically experience slower speeds than the maximum connection speed available, particularly during peak times (7pm-11pm). For nbn™ FTTN/FTTB customers, you may request to find out what the maximum line sync speed is, once it becomes available. If you are connected on a higher speed nbn™ plan, you have the option to downgrade to a lower speed plan without penalties.

Our plans are also labelled in line with ACCC speed descriptors, based on the NBN Co Ethernet Bitstream Service (NEBS) wholesale tiers as displayed in the table below.

Basic evening speed	Standard evening speed	Standard plus evening speed	Premium evening speed
7Mbps	15Mbps	30Mbps	60Mbps
11Mbps Down & 0.9Mbps Up	23Mbps Down & 4Mbps Up	47Mbps Down & 18Mbps Up	93Mbps Down & 37Mbps Up
Browsing and emails	Streaming, video and web browsing	Multiple HD video and music streams, concurrent users, gaming and heavy downloads	Multiple HD video (especially 4K Streaming), concurrent users, gaming and heavy downloads



Factors that affect an nbn™ Connection

- Speed tier of your plan
 - For example, if your plan uses the nbn™25 tier, the maximum download speed will be 25Mbps, even if the internet could potentially reach higher speeds.

- nbn™ Infrastructure
 - For example, the length and quality of copper cabling used in nbn™ FTTN/FTTB has a significant impact on performance.

- Coexistence period
 - nbn™ FTTN/FTTB services are typically limited during some periods, as these services must share the same copper line as legacy non- nbn™ services.

- Quality and capability of hardware
 - This can include modems, WiFi routers and Ethernet or phone cables.

- WiFi signal interference
 - Wi-Fi performance can be impacted by multiple people using the same Wi-Fi network, physical obstacles or interference from surrounding devices.

- Number of connected devices
 - When too many devices share the same bandwidth, data flow is limited

- Network Congestion
 - For example, when speeds slow during peak traffic in the evenings.

- Content being accessed
 - There may be insufficient website server capacity or other issues affecting a *specific website* or online game. Downloading content from overseas websites takes longer than downloading local content. Slower speeds may be experienced if you are trying to access content from a website that is affected by congestion. This typically happens when a lot of people are trying to access the same site or if there is an undersea cable break and the traffic is routed via an alternate path.