

Key Facts Sheet: nbn™ Services

nbn™ Broadband (FTTP, FTTN, FTTB, HFC)

The information provided within the Key Facts Sheet is applicable to all consumer nbn™ plans. (FTTP, FTTB, FTTN, FTTC & HFC). Casphone Mobile does not provide services to Fixed Wireless and Satellite nbn™ networks.

NBN Speed Tier	nbn™25	nbn™50	nbn™100/20	nbn™100/40	nbn™500	nbn™750	nbn™1000
Typical Evening Speed (7pm–11pm)	20 Mbps	40 Mbps	73 Mbps	224 Mbps	488 Mbps	739 Mbps	989 Mbps
Simultaneous Users / Devices (Approx.)	2–3 users	3–6 users	Up to 9	Up to 9	10+ users	12+ users	15+ users
Recommended For	Streaming music, HD video, web browsing, email and VoIP calls	Multiple HD video streams, music, families, gaming, heavy downloads and VoIP	Multiple HD & 4K streams, families, gaming, heavy downloads and VoIP	Heavy 4K streaming, families, gaming, large downloads and VoIP	Ultra HD streaming, online gaming, large downloads/uploads, home office, smart homes and VoIP	Ultra HD streaming, online gaming, large downloads/uploads, home office, smart homes and VoIP	Maximum performance for multiple Ultra HD streams, gaming, large file transfers, connected smart homes, home businesses and VoIP

Typical Evening Speed.

Typical Evening Speed is the average speed experienced by a representative group of users between the hours of 7pm -11pm. It is not a guaranteed minimum speed. The actual speed you will experience depends on a number of factors - see Technical Limitations below.

Fibre to the Node, Fibre to the Basement or Fibre to the Curb

Your speed will be confirmed by the nbn™ when your service is activated. If the plan you have chosen cannot be supported by the line, your remedies are:

Remain on your current plan with no refund

Move to a lower speed plan and get a refund of the difference between the initial plan and your lower speed plan. If the plan you are on is already the lowest speed plan (25/5) this is not an option.

Exit your plan without any cost

Technical Limitations/ Factors Affecting Speed and Performance

nbn™ Infrastructure -The length of the copper line from your premises to the node and quality of the copper line from your premises to the node including corrosion and joint quality.

Quality of Hardware/Software -This may include your modem and its age. WIFI routers and whether you connect to the Internet via WIFI or Ethernet. Devices connected via WIFI may experience slower speeds than those connected by Ethernet cable.

WIFI Signal Interference - The location of your modem and any radio or electrical interference with other devices in or near your home will influence your connection.

Usage and Number of connected devices. The number of users and devices online at once.

Network Congestion -Time when more people are using the network at the same time. Internet speeds can also be affected by the source of content and by congestion at the servers providing that content. If you're downloading, for example, from a server which is congested or has only a small capacity, it will be slow even if you have a fast home connection.

Content of downloads - Content that comes from overseas and content from servers that aren't large enough to cope with demand. If those servers are in another part of the world, speeds may also be affected by congestion on international data links.

Power Failure - During a power failure, nbn™ will not work unless you have a FTTP connection which will have a battery backup power supply unit installed and working. nbn™ battery back-up is not available through Casphone Mobile. Other providers may offer this on selected nbn™ service types.

Medical/Security Alarms - Medical monitoring devices and security alarm devices are not supported by Casphone Mobile nbn™ service types. Other providers may offer this and may be able to provide you with alternate solutions. You may also contact the provider of the medical alarm service or security alarm service to find out of your devices will work before connecting to thenbn™.