Key Facts Sheet: fixed line nbn® services

Important information about our nbn plan speeds and recommended usage.

Plans		Home Basic	Home Standard	Home Fast	Home Fast X	Home Ultrafast
Speed	Maximum possible download/upload speeds (off-peak)	25/5 Mbps	50/20 Mbps	100/20 Mbps	500/50 Mbps	1000/100 Mbps
	Typical busy period download/ upload speeds (7pm to 11pm)*	25/4 Mbps	50/18 Mbps	87/18 Mbps	500/45 Mbps	860/90 Mbps
Connection Type^	FTTN	✓	✓	✓		
	FTTB	✓	✓	✓		
	FTTC	✓	✓	✓		
	FTTP	✓	✓		✓	✓
	HFC	✓	✓		✓	✓
Recommended Usage						
Number of people online at the same time		1 to 2 people	3 to 4 people	5+ people	5+ people	5+ people
Browsing the web and email / Social Media / Video Calls / Streaming Music / Streaming HD Video		✓	✓	✓	✓	✓
Streaming 4K video			1 to 2 devices	Up to 4 devices	Up to 7 devices	Up to 10 devices
Streaming 8K video				✓	✓	✓
Online gaming		✓	✓	✓	✓	✓
Download large files			✓	✓	✓	✓
Upload large files			✓	✓	✓	✓

^Fixed line services use Fibre to the Premise (FTTP), Fibre to the Node (FTTN), Fibre to the Curb (FTTC), Fibre to the Building (FTTB) or Hybrid Fibre Coaxial (HFC) technologies.
*Indicates typical download speed (7pm-11pm) for fixed line services. This speed may increase or decrease over time, isn't a guaranteed minimum speed, and is based on past measurements across a range of locations and connection technologies. There may be times when your connection won't achieve the typical download speed (7pm-11pm).

Our plan speed promise

If the **nbn** network connects to your home via FTTN, FTTB or FTTC technology, and your line can't deliver the speed set out in your plan, we'll let you know what speed plans are appropriate for your line, and you'll be able to switch to a lower speed plan at a lower price or cancel your plan at no extra cost. (You'll just need to pay out any modem costs in full if you choose to leave us.)

In the event of a power outage

In most cases, your **nbn** service won't work during power failures, including your home phone if you have one. If the power fails, you may be able to use a mobile phone to make or receive calls, including calling emergency service numbers (e.g. 000).

There's a quick fix for speed or performance issues

Things that affect the speed or performance of your **nbn** service at your home include your modem quality, the distance from the modem to the devices as well as the number of devices connected. For better speed or performance, move your modem away from electrical appliances or to a central location. If that doesn't do the trick, get in touch with us.

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Make sure your medical or security alarm is compatible

If you have a medical or security alarm service, it's really important you **check its compatibility** with an **nbn** service before signing up. Chat to your medical or security alarm service provider to find out.

agl.com.au/contact 131 245

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