

Key facts sheet: nbn™ services



Progress for life

We want to make switching to the **nbn** network quick and simple. That's how the internet is supposed to be after all. So let's get started.

AGL nbn plan speed options

	Home Basic nbn 25/5 ¹ . Or fixed wireless ²	Home Standard nbn 50/20 ¹	Home Fast nbn 100/20 ¹
Typical download speed (7pm-11pm)*	19 Mbps	38 Mbps	76 Mbps
Recommended usage	 <ul style="list-style-type: none">1-2 people online at the same timeBrowsing the web and social mediaSending emailsStreaming musicStandard-definition (SD) video streaming	 <ul style="list-style-type: none">3-4 people online at the same timeHigh-definition video streaming (1080p)Downloading filesPlaying online gamesWorking from home (e.g. video conferencing)	 <ul style="list-style-type: none">5+ people online at the same timeStreaming high-definition video (4K)Downloading large files

*Indicates typical download speed (7pm-11pm) for fixed line services (FTTP, FTTN, FTTC, FTTB and HFC). 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).¹ Indicates maximum possible download/upload speed during off-peak periods. ² Fixed Wireless offers a maximum possible download/upload speed of 25/5. These speeds in general are variable and may be significantly impacted by cell congestion. Actual speeds will be confirmed with you.

Our plan speed promise

If the **nbn** network connects to your home via Fibre to the Node (FTTN), Fibre to the Building (FTTB) or Fibre to the Curb (FTTC) technologies, and your line can't deliver the speed set out in your plan, you'll be able to switch to a lower speed plan 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

Your **nbn** service won't work during power failures, including your home phone if you have one. If the power fails, you'll need to use a mobile phone to make or receive calls, including calling emergency service numbers (e.g. 000). For Fibre to the Premise (FTTP) connections, you may have the option to install a battery back-up power supply unit which will provide emergency power for up to 5 hours. A battery backup unit won't power any cordless phones or phones that require external power.

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.

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. If it's **already compatible**, make sure you register your service with nbn co's Medical Alarm Register at nbnco.com.au/medicalregister.

agl.com.au/contact

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