KEY FACTS SHEET: NBN® SERVICES

Important information about nbn® speed options available with a Tangerine fixed line service

nbn® speed tier *	25/10	50/20	100/20	100/40	500/50	1000/100
Plan name	**Value**	**Value Plus**	**Speedy**	**Speedy Plus**	**Speedy Max**	**Ultra Speedy**
Available on connections	FTTN, FTTC, FTTP, FTTB, HFC	FTTN, FTTC, FTTP, FTTB, HFC	FTTN, FTTC, FTTB	FTTN, FTTC, FTTB	FTTP/some HFC	FTTP, some HFC
Ideal for concurrent users	1-2 people/ devices	3-4 people/ devices	5-9 people/ devices	5-9 people/ devices	10+ people or devices	10+ people or devices
Typical evening download & upload speeds*	25Mbps ↓ 8.5Mbps ↑	50Mbps ↓ 17Mbps ↑	100Mbps ↓ 17Mbps ↑	100Mbps ↓ 34Mbps ↑	500Mbps ↓ 42Mbps ↑	700Mbps ↓ 85Mbps ↑
This plan is likely suitable for these activities:						
Voice calls	✓	✓	✓	✓	✓	✓
Standard online activities	✓	✓	✓	✓	✓	✓
Download & upload standard files	✓	✓	✓	✓	✓	✓
Video conferencing	✓	✓	✓	✓	✓	✓
HD video streaming	✓	✓	✓	✓	✓	✓
UHD/4K video streaming	Limited#	Limited#	✓	✓	✓	✓
Down/upload large files	Limited#	Limited#	✓	✓	✓	✓

*Typical Evening Download and Upload Speeds measured between 7pm and 11pm. nbn® Speed Tier refers to the speed of the technology installed at your premises. These speeds are not necessarily equivalent to the download/upload speeds you will achieve in practice, which may be slower due to a range of factors. See the Broadband Speeds section below for further information.
This activity may be possible on this plan. However, concurrent users of high bandwidth activities may impact speeds and limit performance.

Information on FTTB/FTTC/FTTN speeds and your options

nbn® services provided using FTTB/FTTC/FTTN technology may not be capable of supporting high-speed tiers. It is not possible for us to determine the max. speed that you will be able to achieve until your service is connected. After connecting to a higher speed tier, if you can't achieve the typical speeds for your plan, we will notify you and offer to move you to a lower speed tier and refund money paid for the higher speed tier. You will also have the right to cancel your plan without cost.

Factors that can impact broadband speeds

Actual speeds may be lower due to a range of factors, including the number of end-users using the service at the same time, modem location, the equipment and software being used, the nbn® technology type at your premises, network capacity and traffic, and the type/source of content being downloaded or uploaded. Setting up your modem in a central location away from other electrical appliances can help. We may be able to help you maximise your nbn® performance. Call us on 1800 211 112 for assistance.

Technical limitations and outages

Your nbn® service will not work during a power outage (unless you have an FTTP connection with a backup battery installed). You will not be able to make/receive phone calls (including emergency phone calls) using your nbn® service and will need to use a mobile phone. Any back to base alarm or medical alarm connected to nbn® will also cease to work.

Medical and security alarms

If you have a medical or security alarm, you must check they are compatible with an nbn® connection before ordering an nbn® service with Tangerine. Otherwise, it may not work. If your alarm service is not compatible, you should consult with your alarm provider for an alternative way for your alarm to operate over the nbn®. You can register with NBN Co's Medical Alarm Register.