

NBN™ BROADBAND

EXETEL NBN PLANS ²		
The One		
TYPICAL EVENING SPEED ¹		
Hibernate	The One	Warp Speed
12/0.85 Mbps Download/ Upload	500/40 Mbps Download/ Upload	860/85 Mbps Download/ Upload
WHAT CAN YOU DO AT THESE SPEEDS?		
1-2 People	6+ People at the same time	8+ People at the same time
✓ Email and Browsing ✓ Social Media ✓ Security Cameras(SD) ✓ Home Phone VoIP ✓ Streaming music ✗ Streaming HD/4K Video ✗ Online Gaming ✗ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✓ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✓ Download and Upload Large Files

¹ Typical evening speeds are based on the download speed test results of existing customers between 7pm and 11pm and are subject to change. Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Exetel does not monitor or maintain. Exetel's the One nbn Plan is only available at FTTP and limited HFC technology locations. WiFi connected devices may have slower speeds than Ethernet connected devices.

² Please visit the ACCC website for further information on plan names (standard, Standard Plus, and Premium) and what they mean at: [Broadband speeds | ACCC](#)

ABOUT SPEEDS

The nbn™ speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn™. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, see about [nbn™ speeds](#). Exetel cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line does not support your chosen speed tier, we will inform you and offer to move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

THINGS THAT CAN AFFECT YOUR NBN™ SERVICE SPEED

There are a number of factors that can impact the actual speed delivered by your nbn™ service:

- The nbn™ speed tier you have purchased
- Your choice of wifi modem/router
- Where you have placed your wifi modem/router
- How far your device is from your wifi modem/router
- Interference to your wifi signal from other networks and electrical equipment
- The age and performance of the wiring in your address
- The capacity of the network and how much traffic it is carrying
- The type of technology connecting your address
- The speed of the website you're browsing.

Note that speed tier descriptors used in advertising and on our website represent the maximum possible speed available during off peak.

POWER OUTAGES AND YOUR NBN™ SERVICE

Your nbn™ service will not function during a power outage unless the nbn™ service is connected using FTTP and a nbn™ battery back-up power supply unit is also installed and working. During a power outage your business phone and internet service delivered via nbn™ will not work because there will be no power to your modem. If this happens you will not be able to make or receive calls, including calls to Emergency Services. Your mobile phone should be fully charged just in case you need to make emergency calls. Your back-to-base alarm system or medical alarm which relies on an internet connection will not work.

MEDICAL AND SECURITY ALARMS

If you have a Security Alarm or Medical Alarm connected to your service, it's important you contact your medical or security provider to check if they're compatible with the nbn service and identify what alternatives are available.

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