

nbn™ Broadband

Exetel nbn Plans ²					Exetel NBN Fixed Wireless Plans	
Everyday nbn™ 25/10 Mbps	Extra-value nbn™ 50/20 Mbps	Family nbn™ 100/20 Mbps	Power home nbn™ 100/40 Mbps	Superfast nbn™ 250/25 Mbps	Fixed Wireless Everyday nbn™ 25/5 Mbps	Fixed Wireless Plus nbn™ 75/10 Mbps
Typical Evening Speed ¹					Typical Evening Speed ³	
25/8.5 Mbps Download/ Upload	50/17 Mbps Download/ Upload	100/17 Mbps Download/ Upload	100/34 Mbps Download/ Upload	220/21 Mbps Download/ Upload	14/4 Mbps Download/ Upload	50/8 Mbps Download/ Upload
What can you do at these speeds?						
2-3 People at the same time	3-4 People at the same time	5 People at the same time	5 People at the same time	6+ People at the same time	2-3 People at the same time	3-4 People at the same time
✓ 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	✓ 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	✓ 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	✓ 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. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected and you will have the option to downgrade to a lower speed plan without penalties. Superfast nbn and Lightspeed nbn speeds are only available at FTTB and limited HFC technology locations. WiFi connected devices may have slower speeds than Ethernet connected devices. Typical Exetel nbn Evening Upload Speeds are: Everyday nbn 4-10 Mbps, Extra Value nbn 10-20 Mbps, Family nbn 10-20 Mbps, Power home nbn 20-40 Mbps, Superfast nbn 10-25 Mbps, Lightspeed nbn 20-50

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](https://www.accc.gov.au/consumers/broadband-speeds)

³ Things that can affect your Fixed Wireless nbn™ service speed All speeds are best effort and are not guaranteed. Factors such as distance, weather, interference or technical limitations may prevent the fixed wireless signal from achieving maximum speeds.

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. Not all FTTN, FTTB, HFC or FTTC access lines support all speed tiers. 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
- Where you have placed your wifi modem
- How far your device is from your wifi modem
- 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 offpeak.

Power outages and your nbn™ service

Your nbn™ service will not function during a power outage unless the nbn™ service is connected using FTTB 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. With the nbn network being fully built and operational and the completion of mass disconnection from the legacy copper network, nbn closed the Medical Alarm Register on Friday 30 June 2023: <https://www.nbnco.com.au/learn/device-compatibility/medical-alarms> nbn services are not available to all areas or premises. nbn, NBN co and other nbn logos and brands are trademarks of nbn co limited and used under licence