

Critical Information Summary - Premium nbn™ Plans

PREMIUM Premium nbn™ 50	PREMIUM Premium nbn™ 100
Premium nbn™ network capacity for high-speed Internet designed for large teams and organisations	Premium nbn™ network capacity for high-speed Internet designed for large teams and organisations
Unlimited Data	Unlimited Data
46.89Mbps Tested evening speed	92.34Mbps Tested evening speed
4-6 People online at the same time on multiple devices	6-9 People online at the same time on multiple devices
50/20 Mbps	100/40 Mbps
Priority Support	Priority Support

Actual speeds on FTTN/B technology type to be confirmed upon connection. Speeds are based on tests conducted between 7pm and 9pm.

Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) speed test results and your options

Your nbn service can never go faster than the maximum line speed available at your home. We'll run speed tests to confirm your maximum line speed when your service is working and tell you if a higher speed tier will benefit you. If your line isn't capable of supporting the speed tier, you're on, we'll send you an email with your speed results and options, including:

Switch to a lower priced plan without charge or cancel your plan without charge.

Some factors impacting performance in the home

Broadband speeds may vary due to:

- the website you're visiting, and their servers.
- Wi-Fi is less reliable than an Ethernet cable.
- the speed tier you are on.
- in-home wiring.
- network capacity and network traffic.
- the nbn technology type at your home, and where your modem is located.

Setting up your home modem in a central spot away from your electric appliances can help. Wi-Fi Boosters can also help.

nbn Service and power outages

Your nbn service won't work during a power outage. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

For Fibre to the Premises (FTTP) connections, battery backup is available to customers with Priority Assistance, a medical alarm, back-to-base alarm, lift phone or a voice-only service.

Medical/security alarms

If you have a Back to Base Security Alarm or Medi-Alert connected to your home phone 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. You'll need to arrange this before we move you to the nbn network, or your alarm may not work.

Remember to register with [nbn co's Medical Alarm Register](#).