



**NOVEL**  
telecom



# Key Facts Sheet: NBN Services

## SPEED

## HOW FAST?

### Basic



**NBN11<sup>1</sup>**

**6 Mbps download<sup>2</sup>**

### Standard



**NBN22<sup>1</sup>**

**15 Mbps download<sup>2</sup>**

### Standard +



**NBN45<sup>1</sup>**

**30 Mbps download<sup>2</sup>**

### Premium



**NBN90<sup>11</sup>**

**60 Mbps download<sup>2</sup>**

<sup>1</sup>This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm-7pm).

<sup>2</sup>This is the typical download speed you can expect during busy periods (7pm-11pm).

If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your contract without charge (for FTTN, FTTC and FTTB connections only).

## USE

## WHAT CAN I DO WITH IT?

**1 - 2 people**  
at the same time



- ✓ Emails + browsing
- ✗ Online gaming
- ✗ HD Video streaming

**2 - 3 people**  
at the same time



- ✓ Emails + browsing
- ✓ Online gaming
- ✗ HD Video streaming

**3 - 4 people**  
at the same time



- ✓ Emails + browsing
- ✓ Online gaming
- ✓ HD Video streaming

**5 people**  
at the same time



- ✓ Emails + browsing
- ✓ Online gaming
- ✓ Ultra HD/4K videos

## NOTES



### Technical Limitations

NBN service will not work during power failures unless connected using FTTP and an NBN battery backup power supply unit is installed and working. Your speed or performance may be reduced by other factors such as your in-home setup and wiring. Talk to us about what you can do to improve performance. For example, elevating your router above the ground may improve your speed as electrical objects such as a fridge may be acting as a damper.



### Medical Alarms / Security

Before entering into a contract, you should find out if any medical or security alarm services you want to use are compatible with an NBN service. If your medical or security alarm services are not compatible with an NBN service, you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm service.