

Key Fact Sheet: nbn™ Services Consumer Plans

Welcome to Vodafone nbn. Here you will find some important information about our nbn plans.

		Essential nbn	Essential+ nbn	nbn™ Home Fast	nbn™ Home Fast Extra	nbn™ Home Superfast [#]	nbn™ Home Ultrafast [#]
nbn™ speed tier		nbn™ 25^ Standard Evening Speed	nbn™ 50^ Standard Plus Evening Speed	Premium Evening Speed	Premium Evening Speed	Premium Evening Speed	Premium Evening Speed
Typical Evening Speed* (7pm – 11pm)	Download	↓ 25Mbps	↓ 50Mbps	↓ 90Mbps	↓ 90Mbps	↓ 210Mbps	↓ 450Mbps
	Upload	↑ 4.25Mbps	↑ 17Mbps	↑ 17Mbps	↑ 34Mbps	↑ 17Mbps	↑ 42.5Mbps
Our usage recommendation		Good for 1 – 2 people using at once	Great for families where up to 4 people are using at the same time	Good for large, busy households with 5 or more using at the same time	Good for large, busy households with 5 or more using at the same time	Better for large, busy households with 5 or more using at the same time	Best for large, busy households with 5 or more using at the same time or for those that simply want the fastest speed we offer
		Streaming movies together, browsing online and using social media.	Streaming separately, browsing online, and watching movies in 4K and online gaming.	Connecting many devices at once, streaming video on several devices & responsive online gaming	Connecting many devices at once, streaming video on several devices & responsive online gaming	Connecting many devices at once, streaming video on several devices, responsive online gaming and downloading large files quickly	Connecting many devices at once, streaming video on several devices, responsive online gaming and downloading large files quickly

[#]This represents the theoretical maximum possible speed that is available during off-peak periods.

nbn Home Superfast and **nbn Home Ultrafast** are only available in NBN FTTP and selected NBN HFC areas and a compatible high speed modem is required (go to vodafone.com.au/support/nbn/speed-guide for details). While the maximum theoretical off-peak download speed of the Home Superfast Plan is 250Mbps and for the Home Ultrafast Plan is 500Mbps on NBN HFC and 990Mbps on NBN FTTP, you will typically experience significantly slower speeds than these due to a range of factors, regardless of which modem you use. You should refer to the Typical Evening Speed as a more accurate estimate of likely experience.

Typical Evening Speeds/Estimated Typical Evening Speeds

* This is the typical busy period download speed that the average consumer can expect to receive between 7-11pm. Please be aware that these speeds are not guaranteed, and you may experience lower speeds during this period and at other times. Typical Evening Upload speed is estimated by reference to the maximum upload speed.

Factors that may affect speed and performance

The actual nbn™ speeds that you experience can be affected by a large number of factors – ranging from the technology that is used to connect you to the nbn™, modem type and positioning, the quality of your in-building wiring, your selected plan, the number of people and devices using connection at the same time, content accessed, internet traffic demand, the capacity in our network and possible interference or range issues affecting your Wi-Fi. There are ways you might be able to reduce the impacts of these factors, such as the location you select to position your modem and the Wi-Fi band you choose to connect with. You can learn more about these factors and how you might be able to reduce the impact of these at our [speed guide](#).

Important information about battery back up

We don't supply a Battery Back-Up service -this means that in the event of a power outage you will be unable to access the internet through your nbn service – in this situation you will need to rely on your mobile service.

Contact us Check out our online support section on Vodafone.com.au/support or call us on 1300 650 410.

For FTTB/FTTN/FTTC services only

If you're connecting to the nbn™ using FTTB/FTTN/FTTC technologies, then after activation we'll check your maximum attainable line speed (once this information is made available to us by NBN). If the maximum line speed at your address doesn't support the speed tier of the plan you've chosen, we'll let you know, and give you the option to:

- a) remain on your current plan with no refund;
- b) move to a lower speed plan of your choice and receive a refund to reflect the difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed plan you do not have this option); or
- c) cancel your plan at no cost and receive a refund of the price difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed plan, you may exit without cost, and you will receive a full refund of fees paid to date).

Important Information about medical & security alarms and devices

If you currently use a medical or security alarm that is connected with your phoneline we recommend that you contact your alarm or device provider to check if your device is compatible to work on the nbn™. Some devices will no longer work on the nbn™ and your medical or security alarm provider should be able to discuss alternative options with you if this is the case.

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