



NBN Key Fact Sheet - Information provided is related to speeds available on the Flip NBN Network.

Speed Tier	25/10	50/20	100/40	250/100**	500/200***
Plan	Biz Everyday 25	Biz Everyday 50	Biz Max 100	Biz Max 250	Biz Max 500
*Speed	25/8 mbps	50/17 mbps	100/34 mbps	250/85 mbps	500/170 mbps
Users at the same time	1 to 3	1 to 6	1 to 9+	1 to 9+	1 to 9+
Making Voice Calls (VoIP)	Yes	Yes	Yes	Yes	Yes
Browsing, Social Media and Emails	Yes	Yes	Yes	Yes	Yes
SD Video	Yes	Yes	Yes	Yes	Yes
HD Video	Yes	Yes	Yes	Yes	Yes
UHD or 4k Video	No	Yes	Yes	Yes	Yes

*Typical Evening Download and Upload Speeds are measured between 7pm and 11pm.

Biz Max 250 plan is only available on NBN **Fibre to the Premises & **Hybrid Fibre Coaxial** Technologies.

***Biz Max 500 plan is only available on NBN **Fibre to the Premises** Technology.

FTTN/B/C: If your premise is serviced by these technologies the maximum attainable speed of your service will not be known until you are connected. We will inform by email of your maximum line sync once active. If the plan or speed you have selected can't be supported by the line you have the following options:

1) Moving to a lower speed plan and get a refund of the price difference between your initial plan and lower speed plan. **2)** Exiting your plan without cost and getting a refund of the price difference between the plan you have paid for and the plan which would have given you the maximum speed available to you. **3)** If you are on a NBN12, you may exit your plan without cost, but you will not get a refund.

NBN Speed Restrictions: Fixed Wireless The signal reception, including any interference within building cabling or pre-existing lead-in length; whether multiple nbn™ Fixed Wireless Access Services are provided over a single nbn™ NTD. If so, the access speed of each service may not be achieved simultaneously; line-of-sight interference; weather conditions, such as extreme heat and heavy rain/wind; and other

wireless signals. Fixed Wireless services also may receive slower than expected speeds during peak hours or off peak hours depending on the number of users using the network. Please note Fixed Wireless Service is a best effort service, therefore, speed is not guaranteed.

Copper quality/distance (FTTN, FTTB, FTTC). Quality of internal cabling. Interferences on the Wifi network by other electrical appliances. The number of Users/Devices connected to your Wifi network. p

Tips to Improve Wifi Speed: You can utilize your router's Ethernet connection, Install Wifi boosters to increase the signal and manage number of users according to the Speed option guides.

Power Outages: In the event of a power outage your NBN service will not function unless it is an NBN FTTP service with a working battery backup unit installed.

Medical/Security Alarms: Check with your device manufacturer/provider to find out if your alarm or other devices are compatible with the nbn™ network prior to connecting to the nbn™ and if not, to discuss alternatives