



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

Speed Tier Plan	25/5 Sky25	50/5 Sky50	100/5 Sky100
*Anticipated typical busy period (7-11pm)	21mbps	36mbps	54mbps
Users at the same time	1 to 3	1 to 4	1 to 5+
Making Voice Calls (VoIP)	Yes	Yes	Yes
Browsing, Social Media and Emails	Yes	Yes	Yes
SD Video	Yes	Yes	Yes
HD Video	No	Yes	Yes
UHD or 4k Video	No	No	Yes

*Typical Evening Download and Upload Speeds are measured between 7pm and 11pm. If you are located in Norfolk Island, you can expect typical busy period speeds up to four times slower.

nbn™ will investigate if max speeds are not achieved at least once in 24 hours.

Latency: Satellite connections on the nbn™ SkyMuster Plus network typically have higher latency signal delay compared to other nbn™ technologies. Because of this, real-time activities such as fast-paced online gaming may not perform optimally. Phone calls can also be affected by noticeable delays, which may impact the flow of conversation. If reliable voice quality is essential for you, please speak with us about alternative options before proceeding.

NBN Speed Restrictions: Satellite signal reception, including any interference within the building cabling or pre-existing lead-in length; whether multiple nbn™ SkyMuster Plus 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.

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 service will not function unless you have your own working battery backup installed.

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