Key facts sheet: **nbn**™ services

We want to make switching to the **nbn** network quick and simple.
That's how the internet is supposed to be after all. So let's get started.

Progress for life

AGL nbn plan speed options (for fixed line services^)

	Home Basic nbn 25/5[1]	Home Standard nbn 50/20[1]	Home Fast nbn 100/20[1]	Home Superfast nbn 250/25[1]	Home Ultrafast nbn 1000/50[1]
Typical busy period download/ upload speeds (7pm-11pm)*	25/4 Mbps	50/18 Mbps	100/19 Mbps	250/23 Mbps	860/43 Mbps
Recommended usage	⊘ 1-2 people online at the same time ⊘ Browsing the web and social media ⊘ Sending emails ⊘ Streaming music ⊘ Standard-definition (SD) video streaming	⊘ 3-4 people online at the same time ⊘ High-definition video streaming (1080p) ⊘ Downloading files ⊘ Playing online games ⊘ Working from home (e.g. video conferencing)	⊘ 5+ people online at the same time ⊘ Streaming high-definition video (4K) ⊘ Downloading large files	⊘ 5+ people online at the same time ⊘ Concurrent 4K and 8K streaming ⊘ Faster downloading of game updates ⊘ Faster downloading and uploading of large files	⊘ 5+ people online at the same time or power users ⊘ Concurrent 4K and 8K streaming ⊘ Faster downloading of game updates ⊘ Faster downloading and uploading of large files ⊘ Our fastest plan

^Fixed line services use Fibre to the Premise (FTTP), Fibre to the Node (FTTN), Fibre to the Curb (FTTC), Fibre to the Building (FTTB) or Hybrid Fibre Coaxial (HFC) technologies.
*Indicates typical download speed (7pm-11pm) for fixed line services. This speed may increase or decrease over time, isn't a guaranteed minimum speed, and is based on past measurements across a range of locations and connection technologies. There may be times when your connection won't achieve the typical download speed (7pm-11pm). **1** Indicates maximum possible download/upload speed during off-peak periods.

Our plan speed promise

If the **nbn** network connects to your home via FTTN, FTTB or FTTC technology, and your line can't deliver the speed set out in your plan, we'll let you know what speed plans are appropriate for your line, and you'll be able to switch to a lower speed plan at a lower price or cancel your plan at no extra cost. (You'll just need to pay out any modem costs in full if you choose to leave us.)

In the event of a power outage

In most cases, your **nbn** service won't work during power failures, including your home phone if you have one. If the power fails, you may be able to use a mobile phone to make or receive calls, including calling emergency service numbers (e.g. 000). For FTTP connections, you may have the option to install a battery back-up power supply unit which will provide emergency power for up to 5 hours. A battery backup unit won't power any cordless phones or phones that require external power.

There's a quick fix for speed or performance issues

Things that affect the speed or performance of your **nbn** service at your home include your modem quality, the distance from the modem to the devices as well as the number of devices connected. For better speed or performance, move your modem away from electrical appliances or to a central location. If that doesn't do the trick, get in touch with us.

Make sure your medical or security alarm is compatible

If you have a medical or security alarm service, it's really important you **check its compatibility** with an **nbn** service before signing up. Chat to your medical or security alarm service provider to find out.

agl.com.au/contact   **131 245**