

Key Facts Sheet: nbn[®] Services

Important information about nbn[®] speed options available with a Tangerine fixed line service

nbn [®] speed tier [^]	25/10	50/20	100/20	250/25 ^{**}	1000/50 ^{**}
Tangerine plan name	Value	Value Plus	Speedy	SuperSpeedy	UltraSpeedy
Typical evening download (↓) & upload (↑) speeds*	25Mbps ↓ 8.5Mbps ↑	50Mbps ↓ 17Mbps ↑	95Mbps ↓ 17Mbps ↑	200Mbps ↓ 21Mbps ↑	350Mbps ↓ 42Mbps ↑
Ideal for no. of concurrent users:	1-2 people/devices	3-4 people/devices	5-9 people/devices	10+ people or devices	10+ people or devices
This plan is likely suitable for these activities:					
Voice calls	✓	✓	✓	✓	✓
Emails & browsing	✓	✓	✓	✓	✓
Social media	✓	✓	✓	✓	✓
SD video streaming	✓	✓	✓	✓	✓
Download & upload standard files	✓	✓	✓	✓	✓
Online gaming	✓	✓	✓	✓	✓
Streaming music	✓	✓	✓	✓	✓
Video conferencing	✓	✓	✓	✓	✓
HD video streaming	✓	✓	✓	✓	✓
UHD/4K video streaming	Limited [#]	Limited [#]	✓	✓	✓
Download & upload large files	Limited [#]	Limited [#]	✓	✓	✓

[^] nbn[®] speed tier refers to the maximum possible speed of the relevant plan outside evening peak hours. You will typically experience slower speeds in practice, including during evening busy periods. Not all speeds are available in all areas.

* Typical evening speeds measured between 7-11pm and are subject to change. Actual speeds may be slower and vary due to a range of factors.

** Available on FTTP and some HFC connections only. Use our address-checking tool to check if this plan is available to you.

This activity may be possible on this plan. However, concurrent users of high bandwidth activities may impact speeds and limit your nbn[®] plan performance.

INFORMATION ON FTTB/FTTC/FTTN SPEEDS AND YOUR OPTIONS

nbn[®] services provided using Fixed Wireless/FTTB/FTTC or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan, we will inform you and offer to move you to a lower speed tier and refund any money that you have paid for the higher speed tier. You will also have the right to cancel your plan without cost.

FACTORS THAT CAN IMPACT BROADBAND SPEEDS

Actual speeds may be lower due to a range of factors, including the number of end-users using the service at the same time, modem location, the equipment and software being used, the nbn[®] technology type at your premises, network capacity and traffic, and the type/source of content being downloaded or uploaded. Setting up your modem in a central location away from other electrical appliances can help. We may be able to help you maximise your nbn[®] performance. Call us on 1800 211 112 for assistance.

TECHNICAL LIMITATIONS AND OUTAGES

Your nbn[®] service will not work during a power outage (unless you have an FTTP connection with a backup battery installed). You will not be able to make/receive phone calls (including emergency phone calls) using your nbn[®] service and will need to use a mobile phone. Any back to base alarm or medical alarm connected to nbn[®] will also cease to work.

MEDICAL AND SECURITY ALARMS

If you have a medical or security alarm, it is important to check they are compatible with an nbn[®] connection before ordering an nbn[®] service with Tangerine. Otherwise, it may not work. If your alarm service is not compatible, you should consult with your alarm provider for an alternative way for your alarm to operate over the nbn[®]. You can register with NBN Co's Medical Alarm Register.