

# KEY FACT SHEET:

## NBN Services

### Information on speed tiers

NBN is available in a range of speed tiers. A speed tier is a theoretical maximum speed that is available during off-peak periods. The actual speed that you experience may be less, especially during busy periods. The nbn250 speed tier and above is only available to properties with FTTP and some HFC connection types. Please use our website to check your address and establish if these speeds are available to you. Details of the typical speeds you can expect and a recommendation of suitable plan for your usage can be found in the table below:

	nbn25 Speed Tier	nbn50 Speed Tier	nbn100 Speed Tier	nbn250 Speed Tier
Plan Name	Speed Boost	XL Speed Boost	XXL Speed Boost	XXXL Speed Boost
Typical Peak Time Speed (7pm – 11pm)	<b>25Mbps</b>	<b>50Mbps</b>	<b>92Mbps</b>	<b>205Mbps</b>
Typical Off-Peak Speed (11pm – 7pm)	<b>25Mbps</b>	<b>50Mbps</b>	<b>92Mbps</b>	<b>205Mbps</b>
Suitable for:	3+ users streaming music, video and web browsing. Streaming multiple HD services at the same time may not work well on this plan.	5+ users streaming music, HD video and web browsing at the same time.	Larger households, gamers and heavy internet users.	Those who want the fastest possible internet connection. Note that this is only available to FTTP and selected HFC services addresses.

## Information on FTTB/FTTC/FTTN speeds

NBN services provided using 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 maximum typical speeds applicable to 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.

## Other factors that can affect speed

Several factors at your premises that may affect your internet speed. This includes your modem/router configuration, internal cabling and sockets, the number of users using the internet and the software and hardware connected to your NBN. Wi-Fi performance is often affected by the position of your Wi-Fi device, thickness of walls and other electronic devices that may interfere with your Wi-Fi signal. See our article: [Why is my NBN running slow?](#) for more information and tips on things you can do to reduce the impact of these factors.

## Technical limitations during power outage

Tangerine Telecom does not provide a battery backup in case of a power outage at your property. This means in the event of a power outage you will not be able to use the NBN service or make/receive phone calls (including emergency phone calls) using a telephone service that runs over the NBN. Any back to base alarm or medical alarm connected to the NBN will also cease to work. We recommend ensuring that a mobile phone is always charged and within coverage in case you need to make emergency calls.

## Requirements of medical and security alarms

It is important to determine whether any medical or security alarms are compatible on the NBN before ordering an NBN service with Tangerine Telecom. If your alarm service is not compatible with NBN you should consult with your alarm provider for an alternative way for your alarm to operate over the NBN.