

Key Facts Sheet: nbn™ Services



The information on this Key Facts Sheet for nbn™ Services applies to customers within an nbn™ (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) serviced area. Origin Broadband does not offer the nbn™100 Speed Tier on nbn™ Fixed Wireless.

Important nbn™ speed information

nbn™ Speed Tier	nbn™12	nbn™25	nbn™50	nbn™100
Speed Label	Basic	Standard	Standard Plus	Premium
Typical Busy Period* Download Speed	9Mbps	20Mbps	40Mbps	80Mbps
Maximum Off-peak Speed	11Mbps	23Mbps	47Mbps	93Mbps
Number of users/devices	1-3	2-3	3-6	6 or more
Ideal For	Browsing Email Social Media Note: other activities shown for higher Tiers might not be supported.	Browsing Email Social Media Streaming Music & Video	Browsing Email Social Media Streaming Music & HD Video Online Gaming Heavy Downloads	Browsing Email Social Media Streaming Music & HD/4K Video Online Gaming Heavy Downloads

*7pm – 11pm for residential customer plans and 9am – 5pm for business plans.

nbn™ Fibre to the Building/Node/Curb

If your nbn™ service is delivered on nbn™ FTTB/N/C, we will send you an email stating your line speed as determined by nbn™ within 3 weeks of your service being active. If your nbn™ service is not capable of delivering the top speed for your plan, we will always provide you with the option to downgrade to a lower plan (if possible), or cancel your plan, in each case without charge.

Factors that may affect your broadband speeds

The speed and performance of your connection may vary due to many different factors such as the nbn™ speed tier you are on, the length and quality of copper cabling used within the nbn™ network, in-home wiring, WiFi coverage within your home, modem configuration and location. nbn™ Fixed Wireless services are also affected by obstructions to line of sight, weather conditions and distance from transmission tower. Ensure that your WiFi modem is centrally positioned in your home to maximise WiFi coverage.

nbn™ and power outages

Your nbn™ service will not operate in the event of a power outage unless your nbn™ service is connected using FTTP and a nbn™ battery back up unit is installed and working. nbn™ battery back up is not available through Origin Broadband.

Medical & Security Alarms

Before ordering an nbn™ service, if you have any medical or security alarm services, you should contact your current provider to check if your services are compatible with your nbn™ services and identify what alternatives are available if they are not. If you have a medical alarm, Origin Broadband recommends you register your medical alarm service on the NBN Medical Alarm Register at www.nbnco.com.au. If you are considering purchasing a home phone with your nbn™ service and have a serious or life-threatening medical condition, the Origin Broadband service is not suitable for your needs.