

# Key Facts Sheet: nbn™ Services



Important information about the nbn™ network speed options available with DCSI.

nbn™ Speed Tier	Typical Evening Speed*	Suitability
nbn™ 12 (max speed 12/1 Mbps)	10 Mbps	1-2 people Emails, browsing, social media Online gaming
nbn™ 25 (max speed 25/5 Mbps)	22 Mbps	1-3 people Emails, browsing, social media HD video streaming Online gaming Download & upload large files
nbn™ 50 (max speed 50/20 Mbps)	44 Mbps	3-6 people Emails, browsing, social media HD video streaming Online gaming Download & upload large files
nbn™ 100 (max speed 100/40 Mbps)	90 Mbps	6-9 people Emails, browsing, social media 4K video streaming Online gaming Download & upload large files

\* Typical minimum download speeds during busy periods (7PM - 11PM daily)

## Factors Affecting Speed and Performance

- **nbn™ Infrastructure:** the length and quality of the copper used.
- **Age and Quality of Hardware & Software:** this may include your modem/router, computer or other device used to access the service, and whether you connect via cable or wirelessly.
- **WiFi Signal and Interference:** distance to your modem/router and potential interference from other devices or neighbouring premises can affect your performance.
- **Number of Connected Devices:** the number of devices and/or users online at the same time.
- **Network Congestion:** there are times when more people are using the network at the same time.
- **Content Sources:** content that comes from overseas or from servers that aren't fast enough to keep up with the demand.

## Technical Limitations

- **Power Failure:** your nbn™ service won't work during a power outage. This includes not only internet access but also any VoIP phone service you may have that runs via your nbn™ service.
- **Medical/Security Alarms:** before acquiring an nbn™ service, you should find out if any medical or security alarm services you want to use are compatible with an nbn™ service. If any such services are not compatible, you should check with the provider to see what alternatives are available.