







nbn™ services

Home broadband speed – how fast?

Basic	Standard Plus Evening Speed Boost	Premium Evening Speed Boost
		
9 Mbps download ¹	30 Mbps download ¹	60 Mbps download ¹

¹ Typical evening speed for downloading into the home during the peak user period between 7pm-11pm each day.

Use – what can you do?

1-2 people	3-6 people	6-9 people
		
online at the same time	online at the same time	online at the same time
<ul style="list-style-type: none"> ✓ Emails and browsing ✓ Social media ✓ Online gaming ✓ SD/HD video streaming to 1 device ✗ 4K video streaming to multiple devices ✗ Download and upload large files 	<ul style="list-style-type: none"> ✓ Emails and browsing ✓ Social media ✓ Responsive online gaming ✓ HD video streaming ✓ Download and upload large files 	<ul style="list-style-type: none"> ✓ Emails and browsing ✓ Social media ✓ Super responsive online gaming ✓ 4K video streaming ✓ Download and upload very large files

FTTN/FTTB/FTTC

Your nbn service can never go faster than the maximum line speed available at your home. We'll run speed tests to confirm your maximum line speed when your service is working and tell you if a higher speed tier will benefit you. If your line can't support the speed tier you're on, we'll give you a refund, and send you an email with your speed results, and then you can either:

- switch to a lower priced plan without penalty, or
- cancel your plan without penalty.

Some factors impacting performance in the home

Broadband speeds may vary due to:

- the website you're visiting and their servers
- Wi-Fi being less reliable than an Ethernet cable
- the speed tier you're on
- in-home wiring
- network capacity and network traffic
- the nbn technology type at your home, and
- where your modem is located.

Setting up your home modem in a central spot away from your electric appliances or installing a Wi-Fi Boosters can help.

nbn and power outages

Your home phone service won't work during a power outage. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

For FTTP connections, battery backup is available to customers with Priority Assist, a medical alarm, back-to-base alarm, lift phone or a voice only service.

Medical/security alarms

Belong doesn't support specialised services like Back to Base Security Alarm or Medi-Alert connected to your home phone service. It's important you contact your medical or security provider to check if these services are compatible with the nbn. You'll need to arrange this before we move you to the nbn, or your alarm may not work. Remember to register with nbn's Medical Alarm Register.