







nbn<sup>TM</sup> services

How fast will my home broadband speed be?		
<p><b>Starter</b></p>  <p>30 Mbps download<sup>1</sup></p>	<p><b>Standard Plus</b></p>  <p>40 Mbps download<sup>1</sup></p>	<p><b>Premium</b></p>  <p>80 Mbps download<sup>1</sup></p>
What can I do with my home broadband?		
<p><b>1-2 people</b></p>  <p>online at the same time</p> <ul style="list-style-type: none"> <li>✓ <b>2-4 devices</b></li> <li>✓ Emails and browsing</li> <li>✓ Social media</li> <li>✓ Online gaming</li> <li>✓ HD video streaming</li> <li>✓ Download and upload large files</li> </ul>	<p><b>3-6 people</b></p>  <p>online at the same time</p> <ul style="list-style-type: none"> <li>✓ <b>3-6 devices</b></li> <li>✓ Emails and browsing</li> <li>✓ Social media</li> <li>✓ Online gaming</li> <li>✓ HD video streaming</li> <li>✓ Download and upload large files</li> </ul>	<p><b>6-9 people</b></p>  <p>online at the same time</p> <ul style="list-style-type: none"> <li>✓ <b>6-9 devices</b></li> <li>✓ Emails and browsing</li> <li>✓ Social media</li> <li>✓ Online gaming</li> <li>✓ <b>4K video streaming</b></li> <li>✓ <b>Download and upload very large files</b></li> </ul>

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

### 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 booster 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 Fibre to the Premises (FTTP) connections, you can buy a battery backup at an electronics store which you can put into your nbn equipment.

### Medical/security alarms

Belong doesn't support specialised services like Back to Base Security Alarm or Medi-Alert which connect 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 network. 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.