



This important information applies to EscapeNet NBN™ plans delivered by FTTP, FTTC, FTTB, FTTN & HFC.

Plan Name	Standard 12	Faster 50	Fastest 100
NBN™ Speed Tier	12/1*	50/20*	100/40*
Typical evening speeds	10#	43#	85#
Simultaneous Users	1-2	3-4	5
Emails and Browsing	✓	✓	✓
Social Media	✓	✓	✓
SD Video Streaming	✓ On 1 device	✓	✓
HD Video Streaming	✗	✓	✓
4K Video Streaming	✗	✓	✓
Online gaming	✓ On 1 device	✓	✓
Making Phone Calls (VoIP)	✓	✓	✓

*nbn™ Theoretical Speeds # Typical Evening Speed are between 7pm–11pm which is the busy time for Internet traffic.

The typical evening speed is an indication of the speeds achievable and not a minimum. The actual speed experienced is dependent on several factors including but not limited to; the technical capabilities of your router, your computer hardware and software and use of them with the service. Your internal wiring, your local area network (WiFi is less reliable than ethernet cable) and computer or access device. The source of the content and the method of transfer. Local and international transit capacity; the number of simultaneous users.

For FTTN, FTTB or FTTC, your speed can be confirmed by nbn™ when your service is activated. We will let you know if you have the ability to go up to higher speed tier or if you need to go down a speed tier. If the plan you have selected cannot be supported by the line, you are able to remain on your current plan without a refund; move to a lower

plan and get a refund of the difference between the plan you have paid for and the new plan or cancel your plan without charge.

Power Outages: NBN Services will not function during power outages and we do not provide a battery backup as part of our service. This means that data and voice (if you have a NBN telephone) will not work. You will need to have another means to make and receive phone calls, eg a mobile phone.

Medical/security alarms: Analogue based services such as security alarms and medical alarms may not be compatible with the NBN™. Please check with your medical/security alarm provider to check what alternatives are available prior to moving onto the nbn™ as the service may not work.