

# Key Facts Sheet

## Voipex nbn<sup>®</sup> Residential Plans



This is essential information to help you choose the right nbn<sup>®</sup> plan for you.

### Speed Options

	Basic12	Basic25	Standard	Home Fast	Home Fast Plus	Home UltraFast
Maximum Plan Speed Download/Upload	12 Mbps 1 Mbps	25 Mbps 10 Mbps	50 Mbps 20 Mbps	100 Mbps 20 Mbps	500 Mbps 50 Mbps	1000 Mbps 100 Mbps
Typical Evening Speed Download/Upload	12 Mbps 1 Mbps	25 Mbps 9 Mbps	50 Mbps 17 Mbps	100 Mbps 17 Mbps	500 Mbps 42 Mbps	840 Mbps 84 Mbps
Technology	FTTN/B/C, FTTP, HFC			FTTN/B/C	FTTP, HFC	
Service Speed Suitability						
Simultaneous Users	1	2	2+	3+	6+	6+
Email and Browsing	✓	✓	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓	✓
Music Streaming	✓	✓	✓	✓	✓	✓
VoIP Phone Calls	✓	✓	✓	✓	✓	✓
Video Calls		✓	✓	✓	✓	✓
HD Streaming		✓	✓	✓	✓	✓
4K Streaming			✓	✓	✓	✓
Online Gaming		✓	✓	✓	✓	✓
Work From Home		✓	✓	✓	✓	✓
Large Downloads			✓	✓	✓	✓

#### Factors that may affect your speed

The quality of your modem, in house wiring, the distance between your Wi-Fi modem and your devices, or interference from other Wi-Fi devices. External factors such as network capacity and network traffic, as well as the capacity and capability of the website/content you're accessing will also affect speed.

#### Fibre to the Node, Fibre to the Building and Fibre to the Curb speeds.

We won't be able to confirm your maximum speed until your nbn<sup>®</sup> service is installed and active. Once active we will perform line speed tests to determine if the line speed results meet the Maximum Line Speed of your plan. If it can't support the speed, we can move you to a lower speed or you can choose to cancel without penalty.

#### nbn<sup>®</sup> services during power outages

Your nbn<sup>®</sup> service requires electricity to function. If your electricity goes out your nbn<sup>®</sup> service will stop working.

#### Medical and security alarms

If you have a medical or security alarm, check to see if they will work with an nbn connection before entering a contract with us for an nbn<sup>®</sup> service. If your medical or security alarm is not compatible, see if there are any alternatives available by contacting your alarm supplier.

#### More information

If you have any queries please contact us via [voipex.com.au/contact/](https://voipex.com.au/contact/)