






Key Facts Sheet nbn™ Services

Speed information for nbn™

Commtel does its best to provide you with the fastest internet speeds and best experience possible. The internet is a complex thing and many factors can affect the internet speed that is achievable to your premises. When selecting a speed tier for your nbn™ plan, note that this speed represents the maximum possible speed that is available during off-peak periods. The table below highlights the typical busy period download speed on the Commtel nbn™ network.

Speed Tier	 25/5 Commtel Home Basic	 50/20 Commtel Home Standard	 100/20 Commtel Home Fast	 250/25 Commtel Home Super Fast	 1000/50 Commtel Home Ultra Fast
Typical evening speed ¹ (7pm - 11pm)	22 Mbps download	48 Mbps download	95 Mbps download	240 Mbps download	500 Mbps download
Ideal for	Best for 1-3 people. Allows streaming music, video and web browsing.	Best for 3-6 people. Allows multiple devices streaming HD video and music streams.	Best for 6-9 people. Allows multiple devices streaming HD/UHD video and music streams.	Best for 6+ people. Allows email & browsing, social media, online gaming, HD streaming.	Best for 6+ people. Allows email & browsing, social media, online gaming, 4K streaming.

¹Typical evening speeds are based on the download speed test results of existing customers between 7pm and 11pm and are subject to change. Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Superloop does not monitor or maintain.

FTTB/FTTC/FTTN speeds

Once your nbn™ service is activated, NBN Co. will run an access line speed test. If nbn™ suggest that your access line does not support the speed tier you have chosen, we will give you an option to downgrade your plan to a lower speed tier and provide a credit adjustment for any difference in speed tier charges paid. You should let us know if you wish to downgrade your plan within 2 months of your nbn™ service activation.

Factors that can affect your nbn™ performance

There are factors at your premises that can affect or reduce the performance of your nbn™ service such as:

- Internal wiring and configuration: Damaged, corroded, badly connected, or poorly configured copper lines within your premises
- Equipment: The quality and age of your modem, routers, and devices can all affect internet speeds, particularly at higher internet speeds
- Wi-Fi interference: The location of your modem and any radio or electrical interference with other devices in or near your home will influence your connection
- Usage: The number of users and devices connected online at once
- Malware and viruses

In case of power failure

In situations where there is a power failure at your premises, nbn™ services will cease to function, unless the nbn™ service is connected using FTTP and an nbn™ battery backup power supply unit is also installed and working.

Medical and security alarm services

If you wish to continue using a medical or security alarm service, please ensure that your system is compatible with an nbn™ service prior to signing up to one of our nbn™ plans. If your alarm services are not compatible with an nbn™ service, you should make your own enquiries into what alternatives are available by contacting the provider of your preferred medical or security alarm service.