

## Key Facts Sheet



# Voipex nbn™ Residential Plans

This is essential information to help you choose the right nbn™ plan for you.

## Speed Options

nbn™12	nbn™25	nbn™50
10Mbps average evening speeds	20Mbps average evening speeds	40Mbps average evening speeds
12Mbps peak speed*	25Mbps peak speed*	50Mbps peak speed*

\* The peak speeds are the maximum line speeds. It is unlikely that you will experience these speeds.

## Service Speed Suitability

nbn™12	nbn™25	nbn™50
1-2 people using at the same time	2-4 people using at the same time	4-6 people using at the same time
Emails and browsing	Emails and browsing	Emails and browsing
Music streaming	Music streaming	Music streaming
Online gaming	Online gaming	Online gaming
SD video streaming	HD video streaming	HD video streaming

We won't be able to confirm your maximum speed until your nbn™ service is installed and active. Once active we can check that your service can support the speed you've selected. If it can't support the speed, we can move you to a lower speed or you can choose to cancel without penalty.

## Important Information

### Technical Limitations

Your nbn™ service requires electricity to function. If your electricity goes out your nbn™ service will stop working.

The speeds you experience may be affected by 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.

### Medical and security alarms

Not all medical or security alarms will work with an nbn™ service. Before signing a nbn™ service contract with us check with your medical or security alarm provider to make sure they will work with an nbn™ service. If your medical or security alarm is not compatible with an nbn™ service, ask your medical or security alarm provider if they provide alternatives.