

## KEY FACTS SHEET NBN (HOME) SERVICES

Service Information Guide

| PLAN NAME  | BASIC                             | PREMIUM                            | ELITE                              | ELITE PLUS                          |
|--|-----------------------------------|------------------------------------|------------------------------------|-------------------------------------|
| ASSOCIATED TIER  | NBN TIER 1                        | NBN TIER 2                         | NBN TIER 3                         | NBN TIER 4                          |
| Typical Speeds and Standard Speed Availabilities (7 – 11)  | 22 Mbps Download<br>5 Mbps Upload | 40 Mbps Download<br>20 Mbps Upload | 80 Mbps Download<br>40 Mbps Upload | 200 Mbps Download<br>25 Mbps Upload |
| Estimated Maximum Speed Possible Per Plan Type             | 11 Mbps Download<br>1 Mbps Upload | 22 Mbps Download<br>4 Mbps Upload  | 45 Mbps Download<br>15 Mbps Upload | 90 Mbps Download<br>30 Mbps Upload  |
| Maximum Number of Simultaneous Devices Active <sup>1</sup> | 1-3                               | 3-4                                | 3-6                                | 6-9                                 |
| Making phone calls (VoIP)                                  | ⊗                                 | ⊙                                  | ⊙                                  | ⊙                                   |
| Email, Social Media & Web Browsing                         | ⊙                                 | ⊙                                  | ⊙                                  | ⊙                                   |
| Standard Definition (SD) Streaming                         | ⊗                                 | ⊗                                  | ⊙                                  | ⊙                                   |
| Cloud Server Access, Services                              | ⊗                                 | ⊗                                  | ⊙                                  | ⊙                                   |
| Download and Upload Services                               | ⊙                                 | ⊙                                  | ⊙                                  | ⊙                                   |

\*To upgrade your speed from Tier 1 upwards you will incur a re-occurring charge of \$20. Modifying your speed Tier downwards may include a fee dependant on the reasons for modification<sup>3</sup>.

Actual throughput speeds may be slower and could vary due to many factors including:

- Type, size or source of content being downloaded
- Premises hardware or software set up/configuration
- Types of **NBN™ access network technology** available
- Your internal network set up and internal building materials which may interfere with the frequency.
- The internal infrastructure including cabling and anything past the network boundary point.
- The number of simultaneous users on the network and
- Performance of interconnecting infrastructure not operated by Trikon.
- Devices connected by Wi-Fi may experience slower speeds than those connected by an Ethernet cat5 cable.

### FOR PLANS OFFERED OVER COPPER-BASED NBN TECHNOLOGIES,

These technologies may be referred to as;

- fibre to the node (FTTN),
- fibre to the building (FTTB)
- fibre to the curb (FTTC)

Once your service is activated, we will send you an email stating your line speed as determined by NBN™ Co (estimated 3 weeks after activation). If your NBN™ doesn't allow you to properly benefit from the speed tier you're on, we'll provide you with your maximum line speed, once it's available, along with alternative options.

Options may include a price reduction, plan modification, service upgrade or any available option in accordance with our Terms of Service. We will provide 10 working days for a decision from and including the day the email is sent.

### WE'RE HERE TO HELP

If you have concerns about

- Billing and Accounts
- Technical Support Service or
- Connection and Provisioning
- Complaints or Disputes

Contact us at [crt@trikon.com.au](mailto:crt@trikon.com.au)

Visit [www.trikon.com.au/pdf-trikon/comp.pdf](http://www.trikon.com.au/pdf-trikon/comp.pdf)

### FULL TERMS

This is a guide only full terms are available for all products and services, [www.trikon.com.au/terms](http://www.trikon.com.au/terms).

### LEGACY EQUIPMENT

Before switching to NBN™, please contact your alarm, eftpos, fax, hicaps (etc.), provider to assess whether your legacy equipment is compatible with an NBN™ service and identify available alternatives if your alarm services are not compatible.

### IN THE EVENT OF A POWER OUTAGE:

Your NBN service will not work. This means 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. In most cases NBN™ services will not function except for NBN™ FTTP services with a working battery backup unit installed. You must purchase a back up unit separate to your Trikon service.

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