





# Key Facts Sheet nbn™ Services

## Speed information for nbn™

Tomi 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 Tomi nbn™ network.

Speed Tier	 12/1 Basic	 25/5 Standard	 50/20 Standard Plus	 100/40 Premium
Typical evening speed* (7pm - 11pm)	9.2 Mbps download	20 Mbps download	43.6 Mbps download	80 Mbps download
Ideal for	Best for 1-2 people. Allows general web browsing and emails. Not ideal for HD streaming or multiple devices and users.	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.

\*Fixed Wireless nbn™ technology comes with basic typical evening speeds

## 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.