

# NBN® Exclusive Seniors Card plan Key Facts Sheet

NBN Speed Tier*	NBN12	NBN12
Technology	NBN FTTP/B/N/C & HFC	NBN Wireless
Typical evening speed (7pm-11pm)#	12Mbps Download 0.8 Mbps Upload	9.3Mbps Download 0.9Mbps Upload
Making phone calls (VoIP)	✓	✓
Email, social media & web browsing	✓	✓
Standard Definition (SD) streaming	✓	✓
High Definition (HD) streaming	×	×
UHD/4K streaming	×	×
# of simultaneous users / devices (approx.)	1	1

\*The maximum possible speed that is available outside the busy period of 7pm – 11pm is 12Mbps (NBN12).

#Typical evening speeds are subject to change. Speeds are not guaranteed and may vary.

**NBN12** the underlying speed tier that your NBN plan is on and represent the maximum possible speed that is available outside the busy periods of 7pm to 11pm.

## Factors at your premises that can affect data speeds and performance

Poor performance may be caused by...	You may be able to improve this by...
Poor WiFi signal strength or signal interference	Connecting devices via Ethernet cable or by placing modem in an unobstructed area.
Modem, WiFi router or network cables	Using current hardware with technical specifications suitable for your NBN plan.
Too many simultaneous users	Managing your household usage according to the above guide.

**NBN Fair Use Policy Enforcement:** Where you use NBN Wireless services and your usage falls within certain parameters set by NBN Co, your download or upload speeds may be impacted by NBN Co’s enforcement of its Fair Use Policy. This could mean you may, from time to time, experience slower speeds depending on your usage, the time of day and the type of applications you are using.

**NBN Wireless:** Following activation, NBN Co will inform iiNet whether your NBN Wireless service is connected to a wireless cell experiencing congestion. Once we receive this information from NBN Co, we’ll send you an email if you are affected, stating your speed results and your options, which may include the option to move to a lower speed plan, a refund for speeds you cannot receive, or to cancel your service and change providers without contract break fees.

**NBN FTTP/B/N/C:** NBN Co will determine your maximum line speed after your service starts working. If your line cannot support the speed tier that your NBN plan is on, we’ll send you an email stating your line speed results and your options, including the option to move to a lower speed plan (if available) or to cancel your service and change providers without contract break fees. Both options include a specified refund for speeds you cannot receive. If you select to cancel your service and change providers within 10 working days of being sent the email, you will receive a refund of charges paid (including set up costs).

**In the event of a power outage:** NBN services will not function except for NBN FTTP services with a working battery backup unit installed. **Medical and security alarm services:** Before switching to NBN, please contact your alarm provider to assess whether your alarm is compatible with an NBN service and identify available alternatives if your alarm services are not compatible.