

# Key Facts Sheet: NBN Services



The table below display the range of NBN products sold by Key Telecom. For more information see the “NBN Explained” document in our website <https://www.keyintegration.com.au/legal/>

	Basic	Standard	Standard +	Premium
<b>Concurrent Users</b>	1	1-3	3-6	6+
<b>Web Browsing</b>	✓	✓	✓	✓
<b>Emails</b>	✓	✓	✓	✓
<b>Voice calls</b>	✓	✓	✓	✓
<b>Social media</b>	x	✓	✓	✓
<b>HD Videos and Music</b>	x	✓	✓	✓
<b>4K Video</b>	x	x	✓	✓
<b>Download large files</b>	x	x	x	✓
<b>Hardcore Gaming</b>	x	x	x	✓
<b>Typical minimum evening speeds. (7pm – 11pm)</b>	6 Mbps download	15 Mbps download 4 Mbps upload	30 Mbps download 15 Mbps upload	60 Mbps download 24 Mbps upload
<b>Typical minimum speeds off-peak</b>	11 Mbps download	22 Mbps Download 4 Mbps upload	45 Mbps download 15 Mbps upload	90 Mbps download 30 Mbps upload

## Speed limitation

The maximum achievable speed for FTTN, FTTB and FTTC customers will be confirmed after the activation. If the speed of your plan cannot be supported at your location, we will move you on a reduced plan at no extra cost. A 30-day satisfaction guaranteed on eligible customers, see NBN CIS for more info. Perceived speed at your premises may be different due multiple factors, including but not limited to:

- type of technology available at your address
- network capacity
- time of connection
- modem location
- connecting with Wi-Fi or cable
- wiring issues at your premises
- number of concurrent devices connected
- end device configuration

## Voice continuity on FTTC

For FTTC customer there may be up to 10 days of phone disservice from the NBN connection date

## Outages, alarms and medical devices

Please note that this is best-effort service and can be subject to outages due to multiple external factors, most of them out of our control, like bad weather, roadwork, etc. If you use NBN to make calls, your phone will not work during service interruption or power outages, including emergency calls to 000. If you rely on NBN for your business, alarms, lift or medical device, you should inform us immediately to arrange a backup connection on a different technology. FTTP services can be provided with backup battery upon request at an additional cost. We do not provide Priority Service Assistance.

## Fixed Wireless

Fixed wireless may be subject to speed limitations due to the distance or line of sight to the tower or other factors that cannot be easily fixed. These impacts may be so great that typical plan speed information would not be an accurate representation of the reality.