

## Key Fact Sheet: Comsource NBN Services

Typical peak speeds are the typical expected speeds during busy times for internet traffic. However, they are not the guaranteed minimum speed. Maximum off-peak speeds are the expected maximum speeds outside of peak hours and are also not the guaranteed minimum speed.

	<b>NBN 25/5</b>	<b>NBN 50/20</b>	<b>NBN 100/40</b>
Typical Peak Time Speed (8am-6pm)	23Mbps	46Mbps	89Mbps
Typical Off Peak Speed (6pm – 8am)	21Mbps	42Mbps	76Mbps
Suitable for:	3+ users who need faster upload and download speed.	5+ users using the Internet at the same time – suitable for transferring large files quickly.	Larger businesses with heavy internet use with even faster upload and download speeds.

### Fibre to the Premises (FTTP)

FTTP has Optic Fibre leading directly to your premises and is connected to the nbn™ box inside.



### Fibre to the Premises Hybrid Fibre Coaxial (HFC)

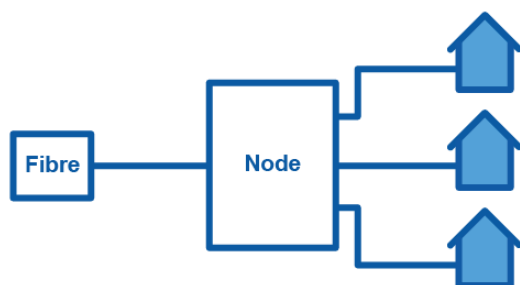
HFC has Optic Fibre connecting to a node on your street, which leads to your premises via coaxial cable.



### Fibre to the Node (FTTN)

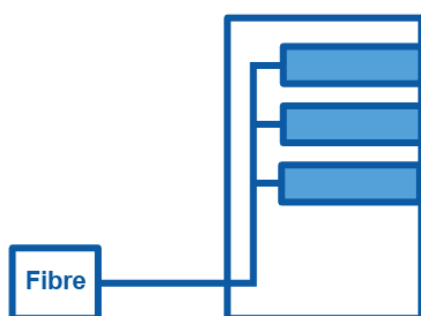
FTTN has Optical Fibre leading to a nearby node and connects to the phone socket in your premises via existing copper lines. FTTN speeds can be impacted by various factors like weather, electrical interference, quality of premises cabling as well as the length and quality of the copper line.

Your maximum attainable line speed can only be confirmed when your service is activated on the nbn™ network. You may want to start with a lower speed first and upgrade the speed tiers once the information is available.



### **Fibre to the Building (FTTB)**

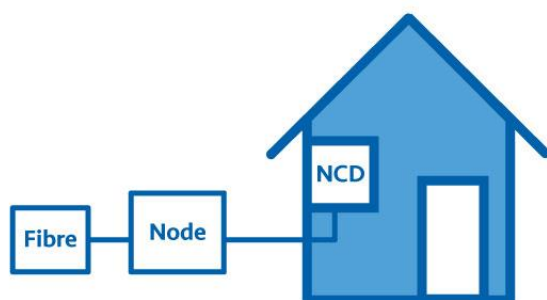
Your maximum attainable line speed can only be confirmed when your service is activated on the nbn™ network. You may want to start with a lower speed first and upgrade the speed tiers once the information is available.



### **Fibre to the Curb (FTTC)**

FTTC has Optical Fibre leading to a small node in the telecommunications pit or mounted to the pole outside your premises. From there, a copper telephone cable delivers the service to the wall socket inside your premises if you are in a single dwelling unit or to the customer side MDF if you are in a multiple dwelling unit.

Your maximum attainable line speed can only be confirmed when your service is activated on the nbn™ network. You may want to start with a lower speed first and upgrade the speed tiers once the information is available.



### **Fixed Wireless**

Fixed Wireless is connected via an antenna on your roof, which receives data signals from an nbn™ tower in your area. The data is transmitted wirelessly to an nbn™ connection box in your premises. Factors that affect Fixed Wireless nbn™ includes weather conditions and the quality of signal received from the local nbn™ tower to your antenna.



## **Other factors affecting nbn™ speeds**

### Internet usage

While high bandwidth demand during peak times can affect your nbn™ speed, so can the usage of internet within your premises. If there are multiple devices in your premises connected to your service, the bandwidth will be shared between them so you may experience slower speeds. See the speed tiers table above to choose a plan suitable for your needs.

### Wireless

Your wireless connection can be affected by the distance between your device and the location of the modem. Electrical interference is more likely to occur when you are further away from the modem. To improve the connection, you can move the modem to a different area in your premises to reduce the distance or simply connect your device to the modem via a cable.

### In-premise equipment

Your in-premise nbn™ equipment could be another factor that affects the performance of your internet speed. If your nbn™ modem is outdated or does not have the capacity to reach higher speeds, you might need to consider getting a powerful modem.

### Line length and quality

If you have FTTN/FTTB/FTTC, your speed can be affected by the length and quality of your copper line from your premises to the node/basement/FTTC node. Also, if the copper wiring in your premises is configured poorly or damaged in any way, you will experience much slower speeds. You might want to have certified technician to visit your sites and fix the internal wiring issues if possible.

### Congestion

Congestion can occur when you are accessing a website that has a lot of simultaneous user traffic, or if you are downloading content from an international source.