Key Fact Sheet: Consumer nbn^{TM} Services

This information relates to NBN plan options available from Bendigo Telco.

	Basic25	Standard50	WirelessPlus	Fast100	SuperFast250	UltraFast
Technology Type	FTTP, FTTN, FTTB, HFC, FTTC, *FW	FTTP, FTTN, FTTB HFC, FTTC	FW	FTTP, FTTN, FTTB, HFC, FTTC	FTTP, HFC	FTTP, HFC
Bandwidth Profile (download/upload)	25Mbps/10Mbps *25Mbps/5Mbps FW	50Mbps/20Mbps	75Mbps/10Mbps	100Mbps/20Mbps	250Mbps/25Mbps	500-1000Mbps/50Mbps
Typical Busy Period Speeds (7pm-11pm)	18Mbps/6Mbps *18Mbps/4Mbps FW	40Mbps/17Mbps	45Mbps/6Mbps	80Mbps/17Mbps	210Mbps/20Mbps	650Mbps/40Mbps
Number of users and/or devices online at once	1-2	3-4	2-4	4-6	6-9	6-9
Voice Calls	✔	✔	✔	✔	✔	✔
Video Calls	✔	✔	✔	✔	✔	✔
Emails, social media & browsing	✔	✔	✔	✔	✔	✔
File upload and downloads	✔	✔	✔	✔	✔	✔
Streaming music	✔	✔	✔	✔	✔	✔
SD Streaming	✔	✔	✔	✔	✔	✔
HD Streaming	✔	✔	✔	✔	✔	✔
Online Gaming	✖	✖	✖	✔	✔	✔
4K Streaming	✖	✔	✖	✔	✔	✔
8K Streaming	✖	✖	✖	✖	✖	✔

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Technology Type: Is the technology that is used to deliver nbn™ to your premises. The Technology Type will determine what plans and speeds are available. Visit nbn® rollout map | nbn (nbnco.com.au) to see what technology is available at your premises, or contact us.

- FTTP: Fibre To The Premise
- FTTN: Fibre To The Node
- FTTC: Fibre To The Curb
- FTTB: Fibre To The Building
- HFC: Hybrid Fibre Coaxial
- FW: Fixed Wireless

Power Failures: Your nbn™ service won't work during a power outage. Battery back is available with FTTP.

Medical and Security Alarms: If you have a medical or security alarm at your premises, contact your alarm provider to confirm compatibility with your nbn™ service. Consider an alarm with mobile and battery backup during a power outage.

For more information call 1300 228 123 or visit bendigotelco.com.au

Bandwidth Profile: This profile is applied to your nbn™ service. Many factors will affect your actual speeds.

Typical Busy Period Speeds: These are the typical speeds you may achieve during the peak period between 7pm-11pm.

Factors that may affect your speed: Your experience, including the speeds actually achieved, depends on the network technology and configuration over which services are delivered. Other factors that may affect your speed include:

- Modem location. Install modems and routers in a central location. Connecting to your modem with an Ethernet cable will be more reliable.
- Time of day. Speeds during the Typical Busy Period (7pm-11pm) may differ from non-busy period speeds.
- Demand, source and size of content. Content can be delivered from various locations and will depend on numerous factors.
- The number of devices and people connected. Multiple devices and people connected to your home concurrently.
- Technology Type: Fixed Wireless. The number of users connected in your area, weather conditions and line of sight may have an effect.
- Technology Type: FTTN, FTTB or FTTC isn't capable of supporting the speed tier you're on; we will change your plan to the most suitable one or cancel your plan without any charge.

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