

This information applies to EscapeNet NBN® residential fixed lines plans

Plan Name	Solo nbn™12	Casual nbn™ 25	Basic nbn™ 50	Homefast nbn™ 100	Superfast nbn™ 250	Ultrafast nbn™ 1000
NBN® Speed Tier*	12/1	25/5	50/20	100/20	250/25	1000/50
Typical evening download speeds#	10mbps	23mpbs	43mbps	85mbps	240mbps	640mbps
Typical evening upload speeds#	0.8Mbps	8mbps	17Mbps	17Mbps	22mbps	42mbps
Simultaneous Users	1-2	2-3	3-4	5-6	7+	7+
Emails and browsing	✓	✓	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓	✓
SD Video Streaming	✓ On 1 device	✓ On 1 to 2 devices	✓	✓	✓	✓
HD Video Streaming	✗	✓	✓	✓	✓	✓
4K Video Streaming	✗	✓ On 1 device	✓	✓	✓	✓
Online gaming	✓ On 1 device	✓ On 1 to 2 devices	✓	✓	✓	✓
Making Phone Calls (VoIP)	✓	✓	✓	✓	✓	✓

*nbn® Theoretical Speeds

#Typical Evening Speed are between 7pm–11pm which is the busy time for Internet traffic.

Information current as of 20/02/2024 and subject to change without notice.

v1.2

Important Information to know

The typical evening speed is an indication of the speeds achievable and not a minimum. The actual speed experienced is dependent on several factors including but not limited to; the technical capabilities of your router, your computer hardware and software and use of them with the service. Your internal wiring, your local area network (Wi-Fi is less reliable than ethernet cable) and computer or access device. The source of the content and the method of transfer. Local and international transit capacity; the number of simultaneous users.

Speed Information for FTTN, FTTB or FTTC: Your speed can be confirmed by nbn[™] when your service is activated. We will let you know if you have the ability to go up to higher speed tier or if you need to go down a speed tier. If the plan you have selected cannot be supported by the line, you are able to move to a lower plan and get a refund of the difference between the plan you have paid for and the new plan, cancel your plan without charge or remain on your current plan.

Power Outages: NBN Services will not function during power outages and we do not provide a battery backup as part of our service. This means that data and voice (if you have a NBN telephone) will not work, this includes 000 calls. You will need to have another means to make and receive phone calls, eg a mobile phone.

Medical/security alarms: Analogue based services such as security alarms and medical alarms may not be compatible with the NBN[™]. Please check with your medical/security alarm provider to check what alternatives are available prior to moving onto the nbn[™] as the service may not work.