

This information applies to EscapeNet NBN® residential fixed lines plans

Plan Name	Home Basic nbn™1 2	Home Basic nbn™ 25	Home Standard nbn™ 50	Homefast nbn™ 100	Superfast nbn™ 250	Homefast II nbn™ 500/50	Ultrafast nbn™ 1000	Hyperfast nbn™ 2000/200^	Hyperfast nbn™ HFC 2000/100^
<b>NBN® Speed Tier*</b>	12/1	25/10	50/20	100/20	250/25	500/50	1000/50	2000/200	2000/100
<b>Typical evening download speeds#</b>	10mbps	23mpbs	43mbps	85mbps	240mbps	450mbps	640mbps	TBA	TBA
<b>Typical evening upload speeds#</b>	0.8Mbps	8mbps	17Mbps	17Mbps	22mbps	45mbps	45mbps	TBA	TBA
<b>Simultaneous Users</b>	1-2	2-3	3-4	5-6	7-8	9+	15+	20+	20+
<b>Emails, browsing, Social media</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>SD Video Streaming</b>	✓ On 1 device	✓ On 1 to 2 devices	✓	✓	✓	✓	✓	✓	✓
<b>HD Video Streaming</b>	✗	✓	✓	✓	✓	✓	✓	✓	✓
<b>4K Video Streaming</b>	✗	✓ On 1 device	✓	✓	✓	✓	✓	✓	✓
<b>Online gaming</b>	✓ On 1 device	✓ On 1 to 2 devices	✓	✓	✓	✓	✓	✓	✓
<b>Making Phone Calls (VoIP)</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓

\*nbn® Theoretical Speeds #Typical Evening Speed are between 7pm–11pm which is the busy time for Internet traffic. The typical evening speed is an indication of the speeds achievable and not a minimum. They are subject to change based on our testing.

^Typical Speeds are not available for these plans currently.

## Important Information to Know

**Availability** - You can determine your availability using our service qualification tool at [www.esc.net.au/nbn](http://www.esc.net.au/nbn). The Hyperfast plans are subject to service qualification.

**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 an 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.