



This information applies to EscapeNet NBN® residential fixed lines plans

Plan Name	Home Basic nbn™ 12	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^
NBN® Speed Tier*	12/1	25/10	50/20	100/20	250/25	500/50	1000/50	2000/200	2000/100
Typical evening download speeds[#]	10mbps	23mbps	43mbps	85mbps	240mbps	450mbps	640mbps	TBA	TBA
Typical evening upload speeds[#]	0.8Mbps	8mbps	17Mbps	17Mbps	22mbps	45mbps	45mbps	TBA	TBA
Simultaneous Users	1-2	2-3	3-4	5-6	7-8	9+	15+	20+	20+
Emails, 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. 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. 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.