



Speed



nbn™12¹

9 Mbps download²



nbn™25¹

20 Mbps download²



nbn™50¹

40 Mbps download²



nbn™100¹

80 Mbps download²

¹This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm-7pm)

If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your plan without charge (for FTTN, FTTC and FTTB connections only).

² This is the typical download speed you can expect during busy periods (7pm-11pm). The typical evening speed for Basic nbn will be refreshed on a quarterly basis in accordance with ACCC guidelines. The published figure may increase or decrease over time. The published figure is not representative of future performance and should not be considered as a guaranteed minimum.

Suitable for



1-2 people

at the same time

- Emails + browsing
- Online gaming
- HD Music streaming
- HD Video streaming



2-3 people

at the same time

- Emails + browsing
- Online gaming
- HD Music streaming
- HD Video streaming



3-4 people

at the same time

- Emails + browsing
- Online gaming
- HD Music streaming
- HD Video streaming



5 people

at the same time

- Emails + browsing
- Online gaming
- HD Music streaming
- Ultra HD/4K streaming

Notes

Technical Limitations

NBN service will not work during power failures unless connected using FTTP and an NBN battery backup power supply unit is installed and working. Your speed or performance may be reduced by other factors such as your in-home setup and wiring. Talk to your provider about what you can do to improve performance. For example, elevating your router above the ground may improve your speed as electrical objects such as a fridge may be acting as a damper.

Medical Alarms / Security

Before entering into a consumer contract, you should find out if any medical or security alarm services you want to use are compatible with an NBN service. If your medical or security alarm services are not compatible with an NBN service, you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm service.

Sumo does not provide battery backup. If there is a power outage and you have a modem or telephone handset connected to the nbn network termination device (NTD), you will not be able to use the internet service or telephone. If you have a security alarm, medical equipment or similar device that requires internet or telephone access, you should check with the supplier whether your equipment is compatible with the nbn network. These devices may not work in the event of a power outage.