

# Key Facts Sheet: nbn™ Services



Plan	Unlimited Standard	Unlimited Essential	Unlimited Premium
Speed label	Standard nbn™ 25	Standard Plus nbn™ 50	Premium nbn™ 100
Typical evening speed (7-11PM)*	15Mbps download	43Mbps download	83Mbps download
Online usage	Up to 3 people/devices connected at once	Up to 5 people/devices connected at once	Up to 9 people/devices connected at once
<b>This plan is good</b>			
Making phone calls over VoIP	✓	✓	✓
Email, browsing, social media	✓	✓	✓
Music streaming	✓	✓	✓
Gaming	✗	✓	✓
Downloading & uploading large files	✗	✓	✓
Standard video streaming	✓	✓	✓
HD video streaming	✓	✓	✓
HD & 4K video streaming	✗	✗	✓

\*nbn™ Speeds: FTTN, FTTC & FTTB speeds to be confirmed when active. Actual speeds may vary due to various factors. The minimum Typical Evening Speed for the Unlimited Standard plan is 15Mbps based on 60% of the theoretical maximum download speed of the nbn™ speed tier. [Learn more about nbn™ speeds.](#)

**Fibre to the Node (FTTN), Basement (FTTB), Curb (FTTC) Connections:** Speeds will vary based on the technology connecting your location to the nbn™ and other factors. Speeds are to be confirmed once active and within 20 days of connection. We consider an acceptable line speed to be not less than 75% of our published typical evening speed for your plan. If your service cannot support the speed tier you signed up for, we will contact you to advise you of your options which include, remain on the same plan you have selected, downgrade your speed tier (if applicable) or cancel your service without penalty.

**Technical Limitations:** In the event of a power outage, nbn™ services and your phone line will not function except for nbn™ Fibre to the Premise (FTTP) services with a working battery backup unit installed. MyRepublic does not provide battery backup units.

Performance can be affected by	You may be able to improve this
Weak Wi-Fi strength	Plugging your devices directly into your modem with an ethernet cable, placing your modem in a more central position away from radio or electrical performance, or upgrade to a modem with higher Wi-Fi reach.
Poor quality copper lines / wall sockets within your premises can affect your internet performance	If you have an older property, consider getting an in-home wiring specialist or electrician to investigate.
Too many simultaneous users	If you have a busy household with more than 5 devices connected simultaneously, consider upgrading to the Premium Plan.

**Medical and Security Alarm Services:** Before entering an agreement with MyRepublic, if you have a medical alarm system and/or a security alarm service, you must make your own enquiries regarding its compatibility with an nbn™ service, and if there are alternatives available to you. If you do have a Medical Alarm, we recommend that you register online via [nbnco.com.au](http://nbnco.com.au)

**Priority Assistance Services:** MyRepublic does not offer Priority Assistance. This means a MyRepublic service is not suitable for customers with a serious illness or life-threatening condition, or if the customer requires disability services or an uninterrupted phone line.