

TYPICAL BUSY PERIOD SPEEDS (7PM–11PM)

| | GO Fast | GO Super | GO Ultra | GO Hyper |
|---|----------|----------|----------|------------|
| Typical Evening Download (7pm–11pm) | 450 Mbps | 700 Mbps | 825 Mbps | 1,650 Mbps |
| Typical Evening Upload (7pm–11pm) | 42 Mbps | 42 Mbps | 85 Mbps | 145 Mbps |
| Browsing, Email, Social Media & SD Streaming | ✓ | ✓ | ✓ | ✓ |
| HD Streaming | ✓ | ✓ | ✓ | ✓ |
| UHD / 4K Streaming | ✓ | ✓ | ✓ | ✓ |
| Approx. Simultaneous Users / Devices | 6–9 | 9–15 | 9–20 | 20+ |

* The plan speed tier represents the maximum possible download speed available outside the busy period of 7pm–11pm (off-peak). Typical evening speeds are not guaranteed and may vary. Typical evening upload speeds are estimated by reference to the maximum upload speed.

NBN GO plans are available on FTTP and HFC connections only. A high-speed compatible modem/router is required for all plans.

FACTORS AT YOUR PREMISES THAT CAN AFFECT SPEEDS

| Poor performance may be caused by... | You may be able to improve this by... |
|--|--|
| Poor Wi-Fi signal strength or interference | Connect via Ethernet cable, or place your modem in an open, central location away from obstructions. |
| Modem, router, or network cables | Use current hardware with technical specs suitable for your nbn® plan. |
| Too many simultaneous users or devices | Manage household usage in line with the recommended simultaneous users guide above. |
| Network congestion during peak periods | Typical evening speeds reflect real-world conditions during the busiest period (7pm–11pm). |

Factors Affecting Your Speed

Actual speeds may be lower than typical busy period speeds due to:

- **nbn® network** — technology type and capacity
- **In-premises wiring** — internal cabling quality
- **Hardware** — modem/router model and placement
- **Wi-Fi vs Ethernet** — wired is more reliable
- **Number of devices** — more users reduces speed
- **Content servers** — overseas servers may be slower

Power Outages

nbn® services will not function during a power outage. ZettaGrid does not supply a battery backup service. Have a mobile device available for critical communications.

Medical & Security Alarm Services

Before switching to nbn®, contact your alarm provider to confirm compatibility and identify alternatives if needed. This applies to medical alarms, back-to-base security alarms, and other monitored devices. Medical alarm users should register on the NBN Medical Alarm Register at nbnc0.com.au.