

Key Fact Sheet

First Responder Broadband – nbn® Broadband – FTTP/HFC - Max

Important information about the First Responder Broadband Service (**Service**)

nbn® Plan	250/100	500/200	1000/400	2000/500
Typical Evening Download Speed (7pm -11pm)	234Mbps	480Mbps	855Mbps	1750Mbps
Typical Evening Upload Speed (7pm -11pm)	82Mbps	162Mbps	324Mbps	420Mbps
People online at the same time using multiple devices	9+	11+	13+	13+
Email / Social Media / Browsing	✓	✓	✓	✓
Standard Streaming	✓	✓	✓	✓
High-Definition Streaming (1080p)	✓	✓	✓	✓
Ultra-High-Definition Streaming (4K)	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓
Download and Upload files	✓	✓	✓	✓
Download and Upload large files	✓	✓	✓	✓
Video Conferencing	✓	✓	✓	✓
Technology Type	FTTP/HFC	FTTP	FTTP	FTTP

IMPORTANT: Tier speeds (nbn plan speed) are the maximum possible download speeds available during off-peak periods. Typical evening speed measures network speed to customer premises, it is not a measure of customers' received in premises speed and are based data obtained from our suppliers on 12 March 2026.

Typical evening or busy period speeds: The "typical evening" or "busy period" speed is measured based on the network speed to a customer's premises, and is not a measure of speeds received by customers within their premises. This is not a guaranteed speed, and not every customer will receive the speeds advertised above. You will typically experience slower speeds than the maximum connection speeds available in the Plan which you have selected. You should refer to the typical speeds for a more accurate estimate of your experience.

Factors affecting Service speeds: The speed and performance of the Service depends on the Plan you select, and on a variety of factors, such as the server which you connect to or the equipment you use. We recommend setting up your modem in an elevated and central location in your premises, away from other electrical appliances or obstructions.

Power outages: Your Service will not work during a power outage. This means that you will not be able to use your broadband services if there is a power outage.

Medical and security alarms: If you have any medical and security alarms, you should contact your device provider to find out if your alarm or other devices will work with an nbn® service, and identify the available alternatives if they are not. Due to the limitations during a power outage, the Service is not suitable for

you if you have a serious or life-threatening medical condition that requires continuous use of the Service.

First Responder Broadband

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