

Key Facts Sheet: nbn™ Services



Plan	nbn™ Standard	nbn™ Standard Plus	nbn™ Premium
Speed label	nbn™ Standard 25/5Mbps	nbn™ Standard Plus 50/20Mbps	nbn™ Premium 100/40Mbps
Typical evening speed (7-11PM)	15Mbps* download	50Mbps download	93Mbps 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
This plan is good			
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™ 25, nbn™ 50, and nbn™ 100 is the underlying speed tier your nbn™ service is provisioned on and represents the maximum possible speed that is available during the off-peak periods. The speeds indicated in the table above represent the typical evening speed during the busy period. The busy period is between 7pm and 11pm. *The minimum Typical Evening Speed for the Standard nbn™ 25 plan is 15Mbps based on 60% of the theoretical maximum download speed of the nbn™ speed tier.

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 and/or a security alarm service, you must contact your alarm provider to check its compatibility with an nbn™ service, and if not compatible identify what other alternatives are available to you. If you do have a Medical Alarm, we recommend that you register online via 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.