


# Key Facts Sheet:

## nbn™ Home Ultrafast Plan



Plan	nbn™ Home Ultrafast
Speed label	Home Ultrafast (nbn™ 1000/50Mbps)
Typical Evening Speed (7-11PM)*	350Mbps download
Online Usage	 9+ people/devices connected at once
Making phone calls over VOIP	✓
Email, browsing, social media	✓
Music streaming	✓
Gaming	✓
Download & upload large files	✓
SD video streaming	✓
HD video streaming	✓
HD & 4K video streaming	✓

\*nbn™ Speeds: Actual speeds may vary due to various factors. nbn™ 1000 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 minimum Typical Evening Speed for the Unlimited Home Ultrafast plan is 350Mbps, which represents the typical evening speed during the busy period. The busy period is between 7pm and 11pm. The Typical Evening Speed is based on our own internal testing conducted in March 2021. They are not based on the speeds observed for a representative sample for this plan. These values will be updated once more information becomes available.

**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.

**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 [nbnc0.com.au](http://nbnc0.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.