

## NBN Speed Tiers

Tier 500	Tier 750	Tier 1000	Tier 2000/100 HFC	Tier 2000/200 FTTP
Great for when there are a few of you, or where more than one device is connected to the internet at the same time.	Great for when there are a few of you, or where more than one device is connected to the internet at the same time.	Great for when multiple users are connected to the internet at the same time with higher requirements for things such as streaming and online gaming	Great for when multiple users are connected to the internet at the same time with higher requirements for things such as streaming and online gaming.	Ideal for customers doing data-hungry things such as downloading movies and music, playing video games online, or streaming live video and TV.
This service is configured on a 500/50 connection with download speeds of 1Mbps to 500Mbps and uploads speeds of 1Mbps to 50Mbps	This Service is configured on a 750/50 connection with download speeds of 1Mbps to 750Mbps and uploads speeds of 1Mbps to 50Mbps	This Service is configured on a 1000/100 connection with download speeds of 1Mbps to 1000Mbps and uploads speeds of 1Mbps to 100Mbps	This service is configured on a 2000/100 connection with download speeds of 1Mbps to 2000Mbps and uploads speeds of 1Mbps to 100Mbps	This service is configured on a 2000/200 connection with download speed of 1Mbps to 2000Mbps and upload speeds 1Mbps to 200Mbps
Many factors affect speed				
You will experience the following download speeds during peak hours (7pm to 11pm)				
Below 500 Mbps	Below 750 Mbps	Below 1000 Mbps	Below 2000 Mbps HFC	Below 2000 Mbps FTTP

## Factors affecting speeds

### WiFi

In most instances, a connection over WiFi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same WiFi network. WiFi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

### Congestion Prioritisation

If there is a lot of "traffic" (i.e. lots of people downloading stuff at the one time) your internet speed can be impacted.

### Equipment

Older or outdated equipment such as Modem's can affect the speed of your connection. Other equipment such as

filters, sockets internal wiring may also cause speed issues.

### Overseas Content

Content being downloaded from overseas servers can be lower than domestic content due to congestion on international pipes.

### Type of technology

NBN has adopted a multi technology mix which means that not every connection is the same, this will result in customers receiving different speeds depending on the type of technology they are connected to.

- **Fibre to the Premises: (FTTP)** Premises that are connected directly with Fibre, customers in most cases will receive the best possible speed available.

- **Fibre to the Node (FTTN):** Fibre connected to a Node and using the existing copper network to complete the connection to a premise.
- **Fibre to the Basement (FTTB):** Fibre connected to a building's communication room then utilizing the existing technology in the building to connect a premise.
- **Fixed Wireless (FW):** Data travels from a transmission tower to a rooftop antenna which is connected to a network device connected to the premise. This is not a wired connection.
- **Hybrid Fibre Coaxial (HFC):** Fibre connected to a Node and using the existing Pay TV or cable network to complete the connection to the premise

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