

We are providing the essential information to assist you to choose the right NBN plan.

	NBN 12	NBN 25	NBN 50	NBN 100	NBN Ultrafast
Typical speed (7pm-11pm)	11/1mbps	21/4mbps	46/17mbps	92/38mbps	500/40mbps
# of simultaneous devices	1-2	1-3	3-5	5-9	15+
Email, social media, & web browsing	✓	✓	✓	✓	✓
Video call	✓	✓	✓	✓	✓
Gaming	x	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓	✓
HD Video Streaming	x	✓	✓	✓	✓
4K Video Streaming	x	x	✓	✓	✓
IP TV	x	✓	✓	✓	✓

- For FTTN/FTTB/FTTC, maximum attainable speed can only be tested when the service installation is completed at your premise. If the line is unable to reach your selected speed tier, we will contact you to discuss whether to select a lower speed plan or terminate service.
- Only FTTP and HFC can offer residential NBN Ultrafast plan.
- NBN will charge a new service connection fee of \$300 for FTTP new development area.
- The typical speed is the speed for peak hour and you may consider high congestion and slower speed. Speed may affect due to various factors:
 - Wi-Fi is less reliable than an Ethernet cable
 - The location you place your modem
 - Distance between your premise and the NBN node or fixed wireless tower
 - Network capacity and traffic
 - The website you are browsing and their servers
 - Interference from other electrical and wireless devices
 - The wiring in your premise
 - The equipment and applications being used
- To check what technology is used at your premise, you may send us your address via email info@citycable.com.au or call us at 1300 850 718.

Other Important Information

- Please be aware that your NBN service will not work during electricity outage. This means that, if you are using VOIP service, you will not be able to make or receive call, including Emergency "000" service. Please make sure you have an alternative device in this situation.
- If you have a medical or security alarm, please check with your supplier if the services are NBN compatible before signing up a contract for NBN service.