



KEY FACTS SHEET: nbn™ SERVICES
 A: UNIT 1/10 PRINCIPAL LINK, MALAGA, 6090, WA
 T: 1300 300 056 E: INFO@JAZI.NET
 ABN: 80 164 840 859 ACN: 164 840 859

Key Facts Sheet: nbn™ Services.

JaziNET Speed Options

12/1	25/5	50/25	100/40
10Mbps download	22Mbps download	45Mbps download	90Mbps download
1-2 people	1-3 people	3-6 people	6-9 people
<ul style="list-style-type: none"> - Emails and browsing - Social media - HD video streaming on 1 device - Online gaming 	<ul style="list-style-type: none"> - Emails and browsing - Social media - HD video streaming - Online gaming - Download and upload large files 	<ul style="list-style-type: none"> - Emails and browsing - Social media - HD video streaming - Online gaming - Download and upload large files 	<ul style="list-style-type: none"> - Emails and browsing - Social media - 4k video streaming - Online gaming - Download and upload large files

*Typical download speeds (7pm – 11pm)

Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) speed test results and your options:

Your nbn service can never go faster than the maximum line speed available at your home. We can run speed tests to confirm your maximum line speed when your service is working and tell you if a higher speed tier will benefit you. If your line isn't capable of supporting the speed tier you're on, we'll send you an email with your speed results and options, including:

- switching to a lower-priced plan; or
- cancelling your plan.

Some factors impacting performance in the home:

Broadband speeds may vary due to:

- websites you're visiting and their servers;
- Wi-Fi is less reliable than an Ethernet cable;
- the speed tier you are on;
- in-home wiring;
- network capacity and network traffic;
- the nbn technology type at your home;
- where your modem is located.

Setting up your home modem in a central spot away from your electrical appliances can help. Wi-Fi boosters can also help.

nbn service and power outages:

Your nbn service won't work during a power outage. Meaning you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone. For Fibre to the Premises (FTTP) connections, battery backup is available to customers with Priority Assistance, a medical alarm, back-to-base alarm, lift phone or a voice-only service.

Medical/Security alarms:

If you have a Back to Base Security Alarm or Medi-Alert connected to your home phone service, it's important to contact your medical or security provider to check compatibility with the nbn service and identify what alternatives are available. You'll need to arrange this before we move you to the nbn network, or your alarm may not work. Remember to register with nbn co's Medical Alarm Register.

For more information visit <https://jazi.net/key-facts-sheet-nbnt-services/>

If you would like this brochure in an alternative/accessible format, please call 1300 300 056