

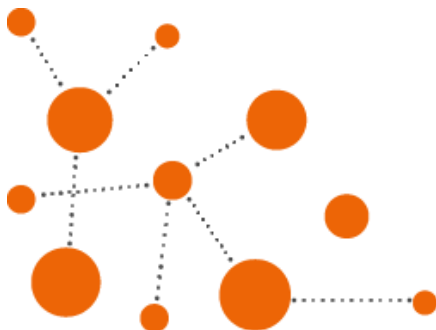


NBN Speed Information

Speeds on NBN are affected by a variety of local and external factors. These include the abilities of your NBN technology, your devices, your network, and more. Because of these factors, you should not expect to receive every download at your chosen line speed of 12Mbps or 25Mbps. General factors that affect all NBN technologies include:

The hardware that you use to connect to the NBN	You will need an Ethernet/VDLS2 router that can handle NAT and firewalling at high speeds. We recommend supply and sell the TPLink TD-VG5612 Router and we pre-configure it with your secure connection.
The performance of your home network	Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable.
The number of devices that are connected	If you have a lot of users on your home network, it's possible to use all the available bandwidth at once, resulting in slower speeds on each device.
The capabilities of your computer or device	Your computer's hardware, software, and protocol stack all affect speed. Applications can also run in the background, using some bandwidth.
External network links and servers	The capacity of, load on, and data access rate of global Internet links, local back-haul, and servers all affect the speeds you'll experience

Because of these factors, NBN service speeds are described as 'theoretical network maximum speeds'. Your actual speeds may be slower due to factors outside of our control.



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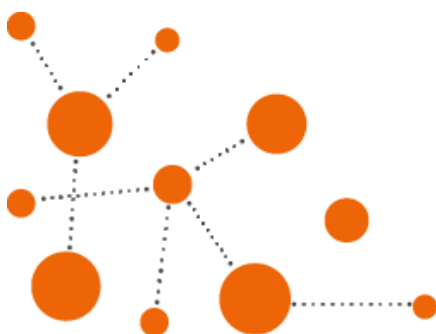
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Technology-specific factors

Different NBN technologies have different speed abilities. In addition to the general factors listed above, the specific factors below may affect the actual speeds experienced on your NBN service:

Technology Type	Connection Speed	Specific Factors that affect Speed
Fibre to the Premises (FTTP) Optical fibre leading all the way to your premises. Terminates at the Premises Connection Device on an outside wall.	12Mbps download / 1Mbps upload 25Mbps download / 5Mbps upload	
Fibre to the Node (FTTN) Optical fibre leading to a Node, with a final stretch of copper to your premises.	12Mbps download / 1Mbps upload 25Mbps download / 5Mbps upload	Length of the copper line from your premises to the NBN node (typically in your street or a street nearby). The longer the distance, the slower the speed. Weather conditions may impact the copper. Quality of copper line, including overall length, condition, and joins.
Fibre to the Building (FTTB) Optical fibre leading to a connection point (Main Distribution Frame) in the building, with a final stretch of copper to your unit/apartment's wall socket.	12Mbps download / 1Mbps upload 25Mbps download / 5Mbps upload	Length of the copper line from your premises to the NBN hub (typically in the basement of your building). The longer the distance, the slower the speed. Weather conditions may impact the copper. Quality of copper line in your building, including overall length, condition, and joins.
Hybrid Fibre-Coaxial (HFC) Optical fibre to an optical node, and then coaxial cable from the optical node to the NBN Network Termination Device at your premises	12Mbps download / 1Mbps upload 25Mbps download / 5Mbps upload	
Fixed Wireless (FW) Fixed antenna on your roof receives a wireless signal from your local NBN Wireless tower.	12Mbps download / 1Mbps upload 25Mbps download / 5Mbps upload	Weather conditions like extreme heat and rain. Signal strength, signal quality, and/or possible interference. Obstruction of the antenna's line-of-sight to the NBN tower. Radio capacity on the NBN tower.



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