

## Information about the service

Welcome to Kogan Internet. Here you'll find some important information. It's a good idea to read through it so you're across everything before you sign up. It'll help you understand things like what nbn™ plan is most suitable for you.

	Bronze	Silver	Gold	Platinum	Diamond
<b>nbn™ speed tier</b>	nbn™ Home Basic <sup>a</sup>	nbn™ Home Standard <sup>a</sup>	nbn™ Home Fast <sup>a</sup>	nbn™ Home Superfast <sup>a#</sup>	nbn™ Home Ultrafast <sup>a#</sup>
<b>Typical busy period speed (7pm – 11pm)*</b>	<b>25Mbps</b>	<b>50Mbps</b>	<b>90Mbps</b>	<b>200Mbps<sup>+</sup></b>	<b>250Mbps<sup>+</sup></b>
<b>Our usage recommendation</b>	Good for 1 – 2 people using at once	Great for families where up to 4 people are using at the same time	Good for large, busy households with 5 or more using at the same time	Better for large, busy households with 5 or more using at the same time	Best for large, busy households with 5 or more using at the same time or for those that simply want the fastest speed we offer
	Streaming movies together, browsing online and using social media.	Streaming separately, browsing online, and watching movies in 4K and online gaming.	Connecting many devices at once, streaming video on several devices & responsive online gaming.	Connecting many devices at once, streaming video on several devices, responsive online gaming and downloading large files quickly.	Connecting many devices at once, streaming video on several devices, responsive online gaming and downloading large files quickly.

<sup>a</sup>This represents the maximum possible speed that is available during off-peak periods.

\*This is the typical busy period download speed that the average consumer can expect to receive between 7-11pm (as measured in the period 23/04 to 06/05 2021). Please be aware that these speeds aren't a guaranteed minimum and you may experience lower speeds during this period and at other times.

<sup>#</sup>nbn™ Home Superfast will offer peak wholesale download speeds of up to 250 Mbps and upload speeds of up to 25Mbps. nbn™ Home Ultrafast will offer peak wholesale download speeds of 500 to close to 1000 Mbps and upload speeds of up to 50Mbps. These speeds are also subject to the access technology by which the service is supplied.

<sup>\*</sup>As these are new plans, we are in the process of conducting testing and will revise this Key Facts Sheet once we have collated enough data on the typical busy period speed performance of these plans. Until then, the speeds stated here represent the initial testing we have conducted on the new nbn™ Home Superfast & Ultrafast tiers in June 2020.

If you're connecting to the nbn™ using FTTB/FTTN/FTTC technologies, then we'll check your maximum attainable line speed after your service is activated. If the maximum line speed at your address doesn't support the speed tier of the plan you've chosen, we'll let you know, and give you the option to:

- remain on your current plan with no refund;
- move to a lower speed plan of your choice and receive a refund to reflect the difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed plan you do not have this option). No plan change fee will apply if you choose this option; or
- cancel your plan at no cost and receive a refund of the price difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed plan, you may exit without cost, and you will receive a full refund of fees paid to date).

## Factors that may affect your nbn™ speed and performance

The actual nbn™ speeds that you experience can be affected by a large number of factors – ranging from the technology that is used to connect you to the nbn™, modem type and positioning, the quality of your in-home wiring, your selected plan, the number of people and devices using connection at the same time, content accessed, internet traffic demand, the capacity in our network and possible interference or range issues affecting your Wi-Fi. There are ways you might be able to reduce the impacts of these factors, such as the location you select to position your modem and the Wi-Fi band you choose to connect with. You can learn more about these factors and how you might be able to reduce the impact of these at:

<https://help.koganinternet.com.au/>

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## Important information about medical & security alarms and devices

If you currently use a medical or security alarm that is connected with your phone line we recommend that you contact your alarm or device provider to check if your device is compatible to work on the nbn™. Some devices will no longer work on the nbn™ and your medical or security alarm provider should be able to discuss alternative options with you if this is the case.

## Important information about Battery Back-up

We don't supply a Battery Back-up service – this means that in the event of a power outage you will be unable to access the internet through your nbn™ service – in this situation you'll need to rely on your mobile service.