

Key Facts Sheet: nbn™ Services

nbn™ Broadband (FTTP, FTTN, FTTB, HFC)



The information provided within this Key Facts Sheet is applicable to all consumer nbn™ plans (FTTP, FTTB, FTTN, FTTC & HFC). TeleChoice does not provide services to Fixed Wireless and Satellite nbn™ networks.

NBN Speed Tier	nbn™25	nbn™50	nbn™100 / 20	nbn™100 / 40	nbn™500	nbn™750	nbn™1000
Typical Evening Speed (7PM-11PM)	20Mbps	40Mbps	73Mbps	224Mbps	488Mbps	739Mbps	989Mbps
# Of simultaneous users /devices (approx.)	2-3 users	3-6 users	Up to 9	Up to 9	10+ users	12+ users	15+ users
Ideal for	Streaming music Video Web browsing Emails Making VoIP calls	Multiple HD video Music Stream Families Gamers and heavy downloads Making VOIP calls	Multiple HD video, Music stream Families Gamers and heavy downloads 4K streaming Making VOIP calls	Multiple HD video, Music stream Families Gamers and heavy downloads high end 4K streaming Making VOIP calls	Home VoIP Phone, Emails & Browsing, Streaming ULTRA High definition, online games, download & upload large files	Home VoIP Phone, Emails & Browsing, Streaming ULTRA High definition, online games, download & upload large files	Home VoIP Phone, Emails & Browsing, Streaming ULTRA High definition, online games, download & upload large files

Typical Evening Speed

Typical Evening Speed is the average speed experienced by a representative group of users between the hours of 7pm -11pm. It is not guaranteed minimum speed. The actual speed you will experience depends on several factors - see Technical Limitations below.

Fibre to the Node, Fibre to the Basement or Fibre to the Curb

Your speed will be confirmed by NBN Co when your service is activated. Your nbn™ service can never go faster than the maximum attainable speed available at your premises. If the plan you have chosen cannot be supported by the line, your remedies are:

- Remain on your current plan with no refund
- Move to a lower speed plan and get a refund of the difference between the initial plan and your lower speed plan. If the plan you are on is already the lowest speed plan (25/5) this is not an option.
- Exit your plan without any cost

Technical Limitations/ Factors Affecting Speed and Performance nbn™ Infrastructure -

The length and quality (including corrosion and joint quality) of the copper line from your premises to the node.

This information is correct as of 14th of July 2026 and is subject to change where we are permitted to do so by law. Visit www.telechoice.com.au for updated information about our plans, service and us.

Full terms and conditions can be found at <https://telechoice.com.au/terms-conditions/>

Quality of Hardware/Software - This may include your modem and its age. WIFI routers and whether you connect to the Internet via WIFI or Ethernet. Devices connected via WIFI may experience slower speeds than those connected by Ethernet cable.

WIFI Signal Interference - The location of your modem and any radio or electrical interference with other devices in or near your home will influence your connection.

Usage and Number of Connected Devices - The number of users and devices online at once.

Network Congestion - Time when more people are using the network at the same time. Internet speeds can also be affected by the source of content and by congestion at the servers providing that content. If you're downloading, for example, from a server which is congested or has only a small capacity, it will be slow even if you have a fast home connection.

Content of Downloads - Content that comes from overseas and content from servers that aren't large enough to cope with demand. If those servers are in another part of the world, speeds may also be affected by congestion on international data links.

Power Failure - During a power failure, nbn™ will not work unless you have a FTTP connection which will have a battery backup power supply unit installed and working. nbn™ battery back-up is not available through TeleChoice. Other providers may offer this on selected nbn™ service types. This means that for plans that support voice calls you won't be able to make or receive phone calls. Calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

Medical/Security Alarms - Medical monitoring devices and back-to-base security or fire alarm devices are not supported by TeleChoice nbn™ service types. Other providers may offer this and may be able to provide you with alternate solutions. You may also contact the provider of the service or device to check if they will work and what alternatives may be available. You will need to make these enquiries and arrangements before we move you to the nbn™.