Key Facts Sheet - nbn® Residential Services

Splice Residential nbn® is delivered over the nbn Fibre to the Premises (FTTP) network.

To receive this service your premises must be on nbn FTTP (or upgraded to it) - check availability at splice.au.

Typical busy period speeds

The busy period is 7pm to 11pm, when most people are online and speeds are typically at their lowest. These are the speeds we expect a typical customer to get in that window.

Speed plan	Everyday Streamers	Everyday Boosted	Family Fast	Family Boosted	Maxxed Out	Maxxed Boosted
Plan speed tier	500 / 50 Mbps	500 / 200 Mbps	1000 / 100 Mbps	1000 / 400 Mbps	2000 / 200 Mbps	2000 / 500 Mbps
Typical busy period speed (7pm-11pm)	**Speeds are not yet available as our nbn service is new, testing ongoing.**					
Suited to	4-6 people. 4K streaming and video calls.	4-6 people who upload a lot, like cloud backups.	6-9 people. Multiple 4K streams and gaming.	6-9 people with heavy uploads.	9+ people. Heaviest use, 4K/8K streams.	9+ people with heavy uploads.

Speeds are shown as download / upload. Plan speed tiers are the maximum possible speed available off-peak (11pm to 7pm). Typical busy period speeds are measured to your premises, not inside it, and not all customers will receive them at all times. Suggested uses and people numbers are indicative only.

Things that can affect your speed:

- Wi-Fi, which is slower and less reliable than a direct Ethernet cable. (a central, open router spot away from appliances helps)
- The router, cabling and devices you use, the wiring inside your premises, and how many devices are online at once.
- Demand on the nbn network and our network, and how busy the sites and services you use are.

Your equipment can limit your speed. A router is not included with this service, and not all equipment reaches the full speed of the higher plans, particularly over Wi-Fi. For best results connect by Ethernet cable, or add **more** access points throughout your property. The 2000/500 plan needs a compatible nbn connection box.

Power failures, phone calls and emergency 000

Your service will not work during a power failure. The nbn connection box and your router need mains power, so your connection will stop working until power is restored.

Splice Residential nbn is an internet-only service. It does not include a home phone service, so you cannot make calls over it - including calls to emergency 000. Keep a charged mobile available and check it has coverage at your address. Wi-Fi calling may be available but should not be relied upon during an emergency.

You cannot transfer an existing home phone number to Splice. You should arrange with **a VOIP** provider to keep your number before you cancel your current service.

Medical alarms, security alarms and Priority Assistance

Before you connect, contact the provider of any medical alert, back-to-base security alarm, lift phone, fire indicator panel or autodialler at your premises. Ask whether it will work on a fibre internet service, and what alternatives are available if it will not. These devices will not work during a power failure, and our service does not carry voice calls, so also arrange a backup such as a mobile connection where possible for critical connectivity.

Splice does not offer Priority Assistance. If someone at your premises has a diagnosed life-threatening medical condition and relies on a home phone service, you should use a provider that offers Priority Assistance services, such as Telstra.

Pricing, contract terms, complaints and Telecommunications Industry Ombudsman details are in the Critical Information Summary and Standard Form of Agreement at splice.au/legal. For help or an accessible format, call 1800 SPLICE.

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