

Speed Tier

Basic	Boost	Turbo	Max [^]
<p>10 Mbps download¹ 1 Mbps to 12 Mbps²</p>	<p>20 Mbps download¹ 11 Mbps to 25 Mbps²</p>	<p>40 Mbps download¹ 24 Mbps to 50 Mbps²</p>	<p>80 Mbps download¹ 24 Mbps to 100 Mbps²</p>

¹This is the typical download speed you can expect during busy periods (6:30pm to 11:30pm)

²The download speed range provides an indication of the maximum speed you can expect from their speed tier during off peak periods on a correctly working service

[^]ACN Pacific does not offer the Max Speed tier on nbn™ FTTN/FTTB or Fixed Wireless technologies.

ACN is not able to confirm the maximum line speed of your nbn™ connection (including FTTN/FTTB/FTTC and Fixed Wireless access types) until your service is installed and activated on the nbn™ network. If we determine that your broadband connection is not capable of supporting the speed tier you purchased, we will contact you with an offer to move your service to a lower, achievable speed tier or, offer you an exit from your contract.

Typical Use

<p>1 person all the time</p> <ul style="list-style-type: none"> ✓ Email + browsing ✗ Online gaming ✗ SD Video streaming 	<p>2 people at same time</p> <ul style="list-style-type: none"> ✓ Email + browsing ✓ Online gaming ✓ SD Video streaming 	<p>3 people at same time</p> <ul style="list-style-type: none"> ✓ Email + browsing ✓ Online gaming ✓ HD Video streaming 	<p>4 people at same time</p> <ul style="list-style-type: none"> ✓ Email + browsing ✓ Online gaming ✓ HD Video streaming
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Technical Limitations

ACN Pacific does not offer a NBN battery backup power supply unit for our NBN services. An NBN service will not function during a power failure unless it is connected using FTTP and an NBN battery backup power supply unit is also installed and working.

The speed and performance of your broadband connection may vary due to many different factors including the quality of your in-home wiring and setup, the size and construction of your property relative to your WiFi coverage, the hardware and software configuration of device(s) being used as well as the type and source of the content you are attempting to access. Ensuring your modem is centrally positioned in the home to maximise WiFi coverage, upgrading your WiFi modem and ensuring your in-home wiring is of a good standard are some ways you can seek to improve your download speeds to your devices.

For more information on factors impacting in-home broadband performance go to:

www.acnpacific.com/knowledge-base/understanding-the-nbn-speeds.

Medical Alarms / Security and Priority Assistance Services

Before ordering an NBN service, you should contact your current provider to ensure that any medical or security alarm services that you use is compatible with NBN services. Your medical or security alarm provider will be able to advise on compatibility and what alternatives are available.

If you are considering purchasing a phone service bundled with your NBN service and have a serious or life-threatening medical condition or live with someone who has such a medical condition that requires a reliable and highly available home telephone service, the ACN Pacific NBN service is not suitable for your needs.

ACN Pacific strongly recommends that customers who have these requirements contact Telstra, as the only current Priority Assistance service provider in Australia. For more information you can contact Telstra by calling 13 220 03 or visiting: www.telstra.com.au/consumer-advice/customer-service/priority-assistance.