

KEY FACT SHEET

December 2023

The following is important information about the speed and limits of our plans. Please review this when deciding on your needs.

BASIC	STANDARD	FAST	SUPER FAST*	ULTRA FAST*	WIRELESS 60
\$59/month	\$77/month	\$89/month	\$99/month	\$119/month	\$82/month
Typical evening speed 7pm – 11pm 23Mbps	Typical evening speed 7pm – 11pm 44Mbps	Typical evening speed 7pm – 11pm 90Mbps	Typical evening speed 7pm – 11pm 245Mbps	Typical evening speed 7pm – 11pm 600Mbps	Typical evening speed 7pm – 11pm Variable
1-2 users <ul style="list-style-type: none"> o Emails & browsing o Concurrent Phone calls o SD Video Streaming o Social Media o Music Streaming o Work & school at home 	2-4 users <ul style="list-style-type: none"> o Emails & browsing o Concurrent Phone calls o HD Video Streaming o Social Media o Music Streaming o Work & school at home o Video calls o Medium file size up and download 	4+ users <ul style="list-style-type: none"> o Emails & browsing o Concurrent Phone calls o 4K Video Streaming o Social Media o Music Streaming o Work & school at home o Multiple Video calls o Large file size up and download o Online games 	4+ users <ul style="list-style-type: none"> o Emails & browsing o Concurrent Phone calls o 8K Video Streaming o Social Media o Music Streaming o Work & school at home o Multiple Video calls/conferencing o Very large file size up and download o Multiple player online games 	4+ users <ul style="list-style-type: none"> o Emails & browsing o Concurrent Phone calls o 8K Video Streaming o Social Media o Music Streaming o Work & school at home o Multiple Video calls/conferencing o Massive file size up and download o Multiple player online games 	3-4 users <ul style="list-style-type: none"> o Emails & browsing o HD Video Streaming o Music Streaming o Social Media <p>Wireless services are not subject to typical evening speed requirements. Many factors can impact the speed, such as location, environmental factors, line of sight between the wireless infrastructure used to deliver services to your address.</p> <p>Supported speeds upto 60mbps down and 10 mbps up</p>

* Available in FTTP and selected HCF areas only

NBN LIMITATIONS AND PERFORMANCE

POWER OUTAGES

If there is an interruption to the power supply, your internet and phone services will stop working until power is restored. You will not be able to make or receive any calls or browse the internet during this time, this also means emergency calls will not work. During a power outage you will need to use mobile phones to make and receive calls, this includes calls to emergency services. If your property is connected using FTTP technology and you have a battery back connected to the NBN equipment, internet services will continue to work during a power outage, this is limited to the NBN equipment. If your WiFi router does not have battery backup features, you will still not be able to use internet and phone services.

MEDICAL, SECURITY AND OTHER MONITORED SYSTEMS

Systems like monitored alarm systems, medical alert systems or others that use phone lines for monitoring are generally not compatible with the technology used to connect your premises to the internet. Before purchasing these systems, please contact the supplier to ensure suitable equipment is installed. Tribe Connect Pty Ltd is not responsible or able to support the setup or assist with

these systems. You are required to managed this with the equipment supplier.

FTTB/FTTC/FTTN/HFC

Many factors can impact the speed of your NBN connection where FTTB/FTTC/FTTN/HFC technology is used. The speed of your connection cannot go faster than the maximum of the physical lines used to connect your services. Before connection we preform service quality checks, where the physical infrastructure is not capable of providing the speed of the plan you selected, we will work with you to change the plan to one that is compatible. If your service has been connected you have the option of accepting a lower speed tier or you can cancel your service.

PERFORMANCE IMPACTING FACTORS

Some of the reasons speed can be affected are:

- The NBN technology used in your connection
- Using WiFi only over wired
- The location of the modem inside your house
- The quality of the modem and WiFi router
- The websites and the resource they use to run those websites