Information about the nbn™ services delivered by Aus Net Serves Australia

The table below indicates your typical nbn™ plan download speeds and usage during busy periods:

Small nbn25+ 22Mbps*	Medium nbn50 45Mbps*	Large nbn100 85Mbps*	Extra Large Nbn250 210Mbps*
1-3 simultaneous devices/users	3-6 simultaneous devices/users	6-8 simultaneous devices/users	9-10 simultaneous devices/users
What can you do at your plan speed?			
• Email & Browsing • Voip Phone • Social Media • SD streaming (3 devices) • HD streaming (2 device)	• Email & Browsing • Voip Phone • Social Media • SD streaming • HD streaming • 4K streaming (1 device) • Download and upload large files • Online gaming	• Email & Browsing • Voip Phone • Social Media • SD streaming (5 devices) • HD streaming (3 devices) • 4K streaming (2 devices) • Download and upload large files • Online gaming	• Email & Browsing • Voip Phone • Social Media • SD streaming (10 devices) • HD streaming (6 devices) • 4K streaming (3 devices) • Download and upload large files • Online gaming

Typical minimum speed during peak periods (7pm-11pm)
nbn12, nbn25, nbn50, nbn100 indicate the speed tier that you plan is on and is the maximum possible speed you could achieve.

Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) service types are limited by the limitations on your line such as the length and quality of the copper. Once your service is active we will run a test on your line to determine its maximum capability. If your line's maximum capability is lower than the plan you have selected we will contact you to discuss your options including, drop down to a lower speed plan, remaining on your current plan or even upgrade if it is capable of a higher speed.

Factors that can impact the performance of your connection: - Connecting via Wi-Fi rather than ethernet cable can lower your internet speed due to the power and quality of the wireless signal, environmental factors and interference from other signals in your area. - Location of your router - Internal wiring - Technical capabilities of the sites you are trying to access - Technology type of your nbn™ connection

nbn™ service during power outages: During a power outage your nbn™ service will not work. Your router will need power to connect to the internet and n nbn™ infrastructure in your area may also lose power. If you have a phone service that runs over your nbn™ service this will not work during a power outage and you will not be able to make emergency "000" calls. You will need use a mobile phone in these circumstances to contact emergency services if you require assistance.

Medical and Security Alarms: Please ensure you have confirmed that your medical or security alarm is compatible with nbn™ before switching over. Aus Net Servers Australia does not guarantee that your medical or security alarm will work on our network. If you require priority assistance or have life critical medical equipment that require an internet connection Aus Net Servers Australia recommends you find a different provider that supports these services.

Contact Us

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Australian Public Holidays: Closed

Victorian Public Holiday: Weekend Hours

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All times are Melbourne local time. GMT +10.

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