

Residential nbn™

Key Facts Sheet

GenNext

Speed Tiers

Standard	Fast	Faster	Fastest
11Mbps download ¹ 1Mbps to 12Mbps ²	23Mbps Download ¹ 11Mbps to 25Mbps ²	45Mbps Download ¹ 24Mbps to 50Mbps ²	90Mbps Download ¹ 24Mbps to 100Mbps ²

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 attainable speed you can expect from the speed tier during off peak periods on a correctly working service – you are unlikely to receive this speed

[^]GenNext is unable to offer the Fastest speed tier on nbn™ Fixed Wireless services

GenNext 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.

Typical Use

1 person at a time	2 people at a time	3 people at a time	4 people at a time
✓ Email & browsing ✗ Online gaming ✓ SD Video streaming	✓ Email & browsing ✓ Online gaming ✓ SD Video streaming	✓ Email & browsing ✓ Online gaming ✓ HD Video streaming	✓ Email & browsing ✓ Online gaming ✓ HD Video streaming

Technical Limitations

GenNext does not offer a NBN battery backup power supply unit for our NBN services. An NBN service will not function during a power failure.

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 the download speeds to your devices.

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 are 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 highly available home telephone service, the GenNext NBN service is not suitable for your needs.

GenNext 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 22 00 or visiting <https://www.telstra.com.au/consumer-advice/customer-service/priority-assistance>