

KEY FACT SHEET

For Moose Mobile NBN Services

Information on speed tiers

NBN is available in a range of speed tiers. A speed tier is a theoretical maximum speed that is available during off-peak periods. The actual speed that you experience may be less, especially during busy (on-peak) periods. Depending on your NBN connection type, your address might not support every speed tier. Please use our NBN address checker at www.moosemobile.com.au/nbn to check your address and see what speeds are available to you. Details of the typical speeds you can expect and which are suitable for you can be found in the table below:

	Starter NBN (12/1Mbps)	Lite NBN (25/5Mbps)	Everyday NBN (50/20Mbps)	Family NBN (100/40Mbps)	Power NBN (250/25Mbps)
Typical On-Peak Speed (7pm – 11pm)	11Mbps	24Mbps	47Mbps	95Mbps	240Mbps
Typical Off-Peak Speed (11pm – 7pm)	12Mbps	25Mbps	50Mbps	100Mbps	250Mbps
Suitable For	Basic internet browsing for 1-2 people. Sending emails, streaming music.	Singles or couples who want to stream video (Netflix, YouTube, etc.)	Average family (3-4 people). Streaming music, video, paying online games on multiple devices.	Large families (5+ people). Downloading large files, streaming HD video, playing online games.	Heavy users. Streaming HD video on multiple devices, downloading and uploading large files.



Information on FTTB services

Moose Mobile is only able to provide FTTN, FTTC, HFC, FTTP, and Fixed Wireless connections to customers. Currently we are unable to offer NBN connections to FTTB locations.

Information on FTTC/FTTN/FW speeds

NBN services provided using FTTC, FTTN, or FW (fixed wireless) technology may not be capable of supporting the highest available speed tiers. While using our address checker on our website, we will filter out speed tier options that you might not be able to receive on your connection type. This is based on an initial maximum speed test done on the Vocus network. Sometimes we are unable to determine your maximum speed and assume you will not be able to receive certain speed tiers based on your connection type (e.g. FW cannot receive speeds beyond the 50/20Mbps tier, and the majority of FW connections are limited to the 25/5Mbps speed tier).

Information on landline number services

Moose Mobile cannot provide landline numbers in conjunction with an NBN connection. If you have an existing landline connection in your home that is delivered through your NBN connection, you will not be able to keep this number upon transferring to Moose Mobile. Please keep this in mind when making a purchasing decision.

Other factors that can affect speeds

There are a number of factors that can affect the internet speed at your premises. These include your modem/router configuration, internal cabling and sockets, the number of users using the internet, and the software and hardware connected to your NBN. Wi-Fi performance is often affected by the position of your Wi-Fi device, thickness of walls, and other electronic devices that may interfere with your Wi-Fi signal. If you are concerned about your internet speed, please contact us to troubleshoot.

Technical limitations during power outage

Moose Mobile does not provide a battery backup in case of a power outage at your property. This means in the event of a power outage you will not be able to use the NBN service. Security or medical alarms connected to the NBN will also cease to work. We recommend ensuring that a mobile phone is always charged and in a good coverage area in case you need to make emergency calls.

Regarding Existing Medical and Security Alarms

It is important to determine whether any medical or security alarms are compatible on the NBN before ordering an NBN service with Moose. If your alarm service is not compatible with NBN you should consult with your alarm provider for an alternative way for your alarm to operate.