NBN EXPLAINED

WHAT IS YOUR NBN TECHNOLOGY

NBN is deployed throughout Australia using fibre optic technology, but in certain instances, the connection to your premises may rely partially on older infrastructure. It is crucial to identify the technology employed in your premises to comprehend:

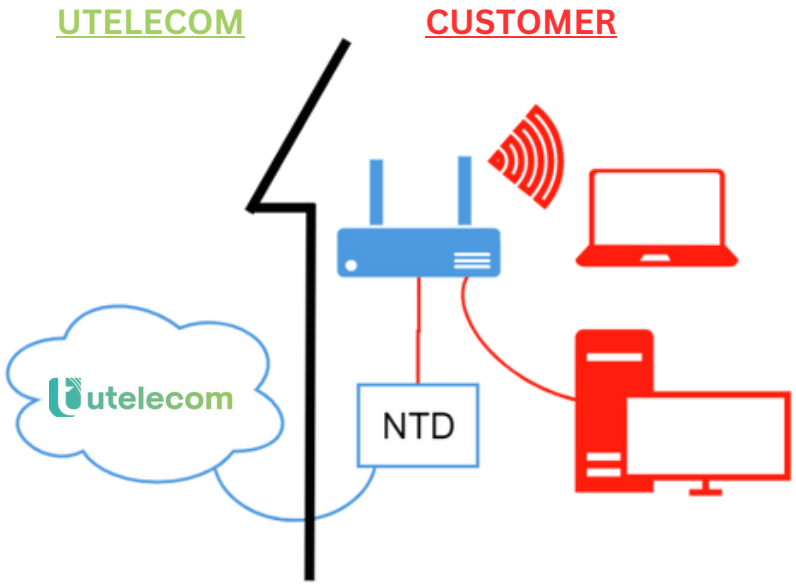
- Whether speed limitations exist and the reasons behind them
- The permissible hardware options
- The distribution of responsibilities.

Utelecom provides the following NBN technologies:

FTTP (Fibre To The Premises)

HIGHLIGHTS
Utelecom is responsible for delivering the service to the NTD.
A VDSL2 modem/router, which is usually provided by Utelecom, is required.
The optic fiber is connected directly at the premises.

This technology is commonly employed in new buildings. The optic fiber is directly delivered to the premises through a device called NTD (Network Termination Device), resembling the provided image (with or without the cover).
Utelecom delivers the service to the NTD and maintains the modem. An Ethernet cable was provided to connect the NTD and the modem. The customer is responsible for connecting their devices and the cables within the premises, with Utelecom offering basic support.

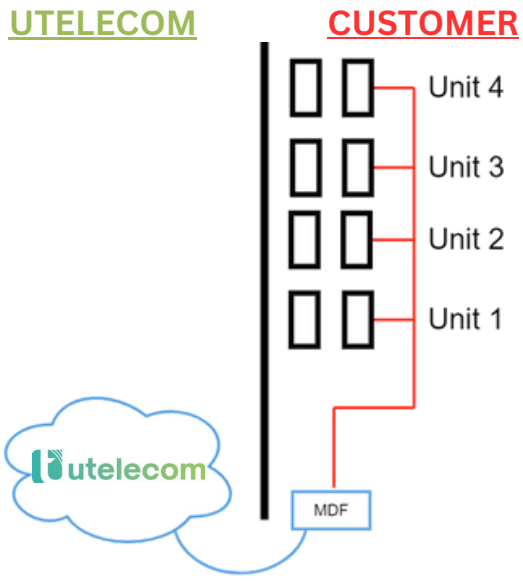


For more info on FTTP see
https://www.nbnco.com.au/content/dam/nbnco2/documents/preparing-guide/Preparing_Guide_FTTP.pdf

FTTB (Fibre To The Basement)

HIGHLIGHTS
Utelecom is responsible to deliver the service up to the MDF (comms room)
Require a VDSL2 modem/router, which is usually provided by Utelecom.
From the MDF to the premises is usually used copper.

This technology is commonly found in older multi-dwelling buildings and commercial centers. The optic fiber is brought to the Communication Room of your building, typically located in the basement. Utelecom is accountable for delivering the service up to the MDF (Main Distribution Frame) and for providing and maintaining a modem that needs to be connected to the phone socket.
The building manager is usually responsible for ensuring the connection from the MDF to the first phone socket on the premises, which may resemble the provided image. The customer is responsible for connecting their devices and managing the cables within the premises, although basic support is available.

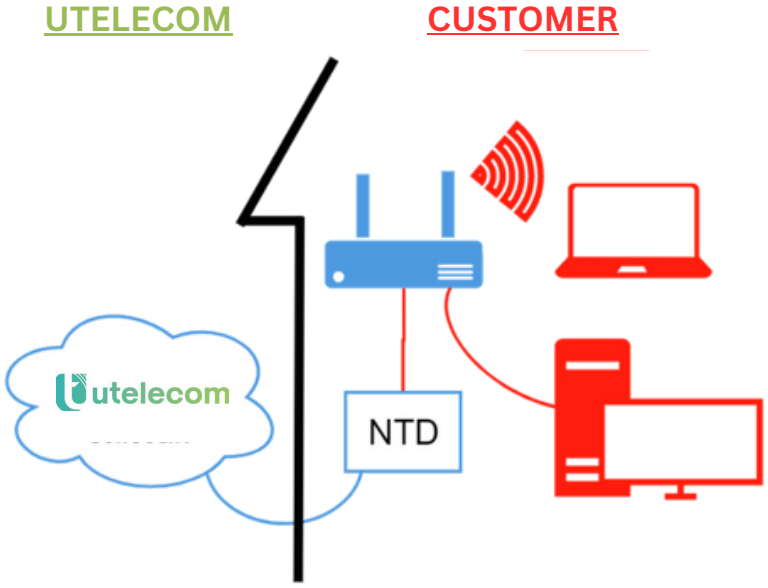


For more info on FTTB see
https://www.nbnco.com.au/learn/network-technology/fibre-to-the-building-explained-fttb

FTTC (Fibre To The Curb)

HIGHLIGHTS
Utelecom is tasked with delivering the service up to the NTD (Network Termination Device).
A basic router, typically supplied by Utelecom, is required.
Copper is commonly utilized from the curb to the premises.
While voice continuity is achievable, there is a possibility of up to 10 days of service disruption.

This technology is frequently used in older houses and townhouses. The optic fiber is typically brought to a pit near the premises and then connected to the NTD using copper cables, resembling the provided image.
Utelecom is responsible for delivering the service to the NTD and ensuring the modem's maintenance.
They provide an Ethernet cable to connect the NTD and the modem.
While the customer is responsible for connecting their devices and managing the cables within the premises, basic support is available.



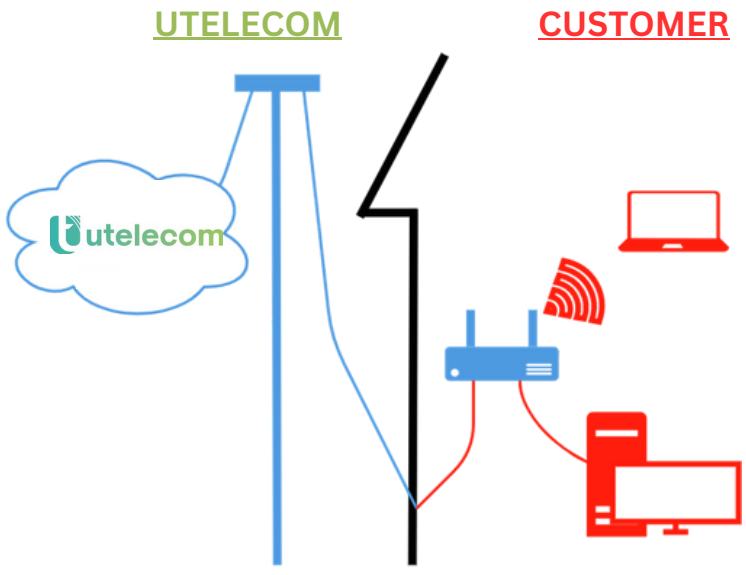
For more info on FTTC see

https://www.nbnco.com.au/learn/network-technology/fibre-to-the-curb-explained-fttc

FTTN (Fibre To The Node)

HIGHLIGHTS
Utelecom is accountable for delivering the service up to the first socket in your premises.
A VDSL2 modem/router, typically supplied by Utelecom, is required.
Copper is commonly utilized from the node to the premises.

This technology is widely used in older residential or commercial areas. The optic fiber is brought to a distribution point in the street and then connected to the first socket of the premises using copper. Utelecom is responsible for delivering the service up to the first socket and providing a modem that must be connected to the phone socket. The customer is responsible for connecting their devices and managing the cables within the premises, although basic support is available.



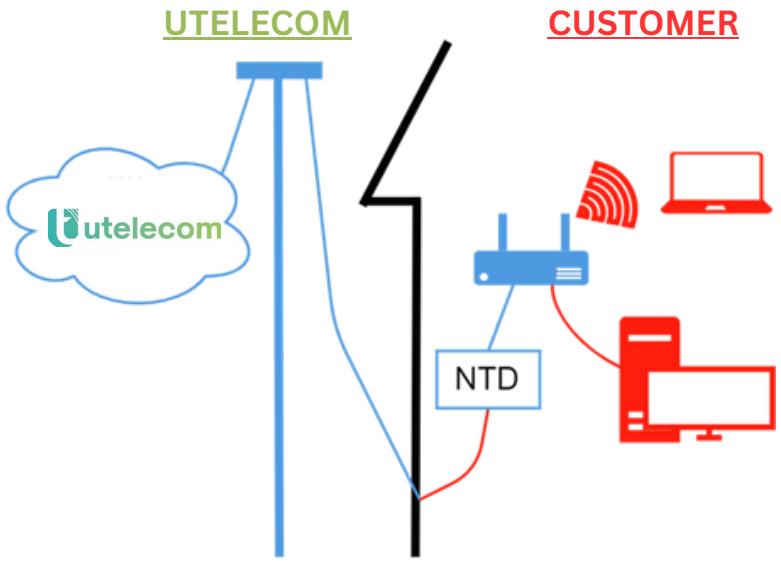
For more info on FTTN see

https://www.nbnco.com.au/learn/network-technology/fibre-to-the-node-explained-fttn

HFC (Hybrid Fibre Coaxial)

HIGHLIGHTS
Utelecom is accountable for providing the service up to the initial socket.
A VDSL2 modem/router is required, typically supplied by Utelecom.
It utilizes an existing pay TV or cable network.
The NTD can be installed by either a professional or self-installed.

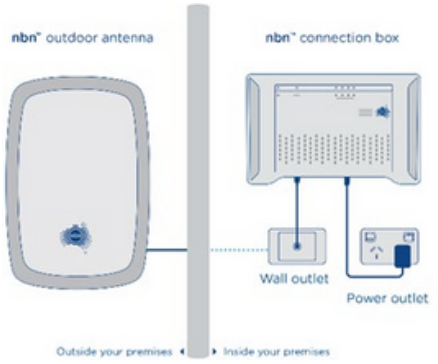
This technology is commonly found in residential premises where an existing 'pay TV' or cable network is present. The optic fiber is delivered to a distribution point in the street and then connected to the first socket in the premises, resembling the provided image. Utelecom is responsible for delivering the service up to the first socket and maintaining the NTD (Network Termination Device), which should be connected to the coaxial wall outlet, along with the provided router if applicable. The customer is accountable for connecting their devices and managing the cables within the premises, while basic support is offered.



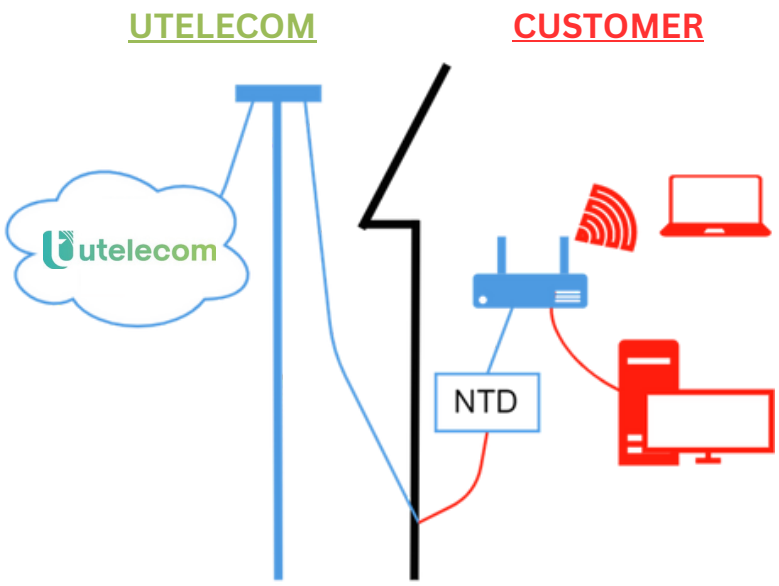
For more info on HFC and the installation guide see
https://www.nbnco.com.au/learn/network-technology/hybrid-fibre-coaxial-explained-hfc-3

FIXED WIRELESS

HIGHLIGHTS
Utelecom is accountable for delivering the service up to the NTD.
A VDSL2 modem/router is required, typically provided by Utelecom
It utilizes an external radio antenna.



This technology is widely utilized in rural areas or when alternative options are not feasible. An external antenna is linked to the NTD using fiber optic connectivity, located within the premises as depicted in the image. Utelecom is responsible for delivering the service up to the NTD and supplying and maintaining the router if provided. The customer assumes responsibility for connecting their devices and managing the cables within the premises, although basic support is available.



For more info on Fixed Wireless see
https://www.nbnco.com.au/learn/network-technology/fixed-wireless-explained

WHAT SPEED TIERS Utelecom OFFERS

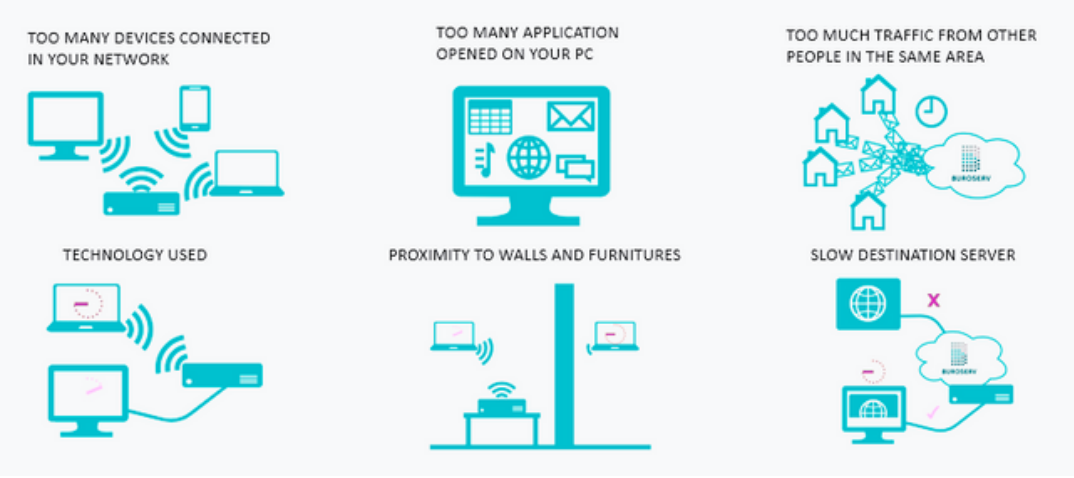
Utelecom currently provides four distinct speed tiers. The table provided below offers detailed information on each tier, enabling you to make an informed decision about which plan suits your needs best.

	BASIC	STANDARD	STANDARD +	PREMIUM
Users	1	1-3	3-6	6+
Web Browsing				
Emails				
Voice calls				
Social Media				
HD Videos and Music				
4K Video				
Download large files				
Hardcore Gaming				
Typical minimum evening speeds (7pm – 11pm)	6 Mbps download	15 Mbps download 4 Mbps upload	30 Mbps download 15 Mbps upload	60 Mbps download 24 Mbps upload
Typical minimum speeds off-peak (11pm – 7pm)	11 Mbps download	22 Mbps Download 4 Mbps upload	45 Mbps download 15 Mbps upload	90 Mbps download 30 Mbps upload

It is crucial to consider that the maximum attainable speed can be influenced by various factors beyond the control of Utelecom or NBN. For customers utilizing FTTB (Fiber to the Building) and FTTN (Fiber to the Node) technologies, the confirmation of your maximum line speed can only be provided once your service is installed and activated.

WHAT CAN LIMIT YOUR SPEED

There are several factors that can impact your experience with NBN. When encountering any issues, it is important to consider the following reasons as a first step:



For more info visit

Understanding speed https://www.nbnco.com.au/learn/speed/understanding-speed-and-data

Network congestion explained https://www.nbnco.com.au/learn/speed/congestion

Get more from your NBN https://www.nbnco.com.au/learn/speed/get-more-out-of-your-internet-experience

Other possible reasons can be:

Presence of co-existence

Co-existence can only affect NBN technologies that used copper services, like FTTB, FTTN and FTTC. In some areas, NBN has not been completely rolled out NBN Co may reduce the power of a node to prevent interference with pre-existing ADSL services, significantly reduce the bandwidth speed of your service. This is usually resolved when the NBN rollout is completed in the area.

Type of technology used

Technologies that use the copper for connecting the node (FTTN) or the MDF (FTTC and FTTB) to your home, are susceptible to degradation of the signal related to the length of the copper cable or its quality (if there is corrosion or problem in the joints). Bad weather conditions can also affect the external wiring. Is also important to keep in mind that copper is subject to electrical interference.

For Fixed Wireless customers, is important to keep in mind that the speed cannot be defined as we do for wired technologies and is significantly affected by the distance of the receiver from the NBN tower and the number of antennas that are served by a tower.

Internal cabling issues

Is also important to verify the condition of the internal wiring of your premises or the connection from the MDF to where you connect the modem, which is not always tested by NBN or Utelecom because is categorized as internal cabling and is under the responsibility of the owner or the building manager.

How NBN is used

The speed tier you choose must be proportionate to how you use your internet connection. To know what the best plan for your needs is, use the table provided in this document

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TESTING YOUR SPEED

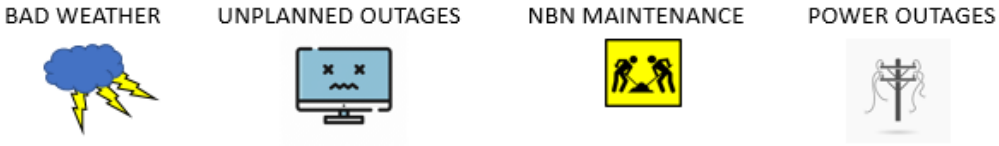
If you think that your internet connection is slow, you can contact our 24/7 support by calling 1300 129 582, by emailing to customercare@Utelecom.com.au or by filling the form at the page https://Utelecom.com.au/support/contact-us/.

Please follow the indications below to allow our Customer Service Representative to provide you with the best possible service:

Speed can be tested at https://www.speedtest.net/

DEALING WITH OUTAGES

We cannot guarantee to keep the service operating 100% of the time. Causes of a service interruption can be:



If you have an alarm or you need NBN for a medical device their functionality may be affected.

Is important to understand that if your phone is connected with NBN, it will not work if the NBN connection is interrupted. If your business relies on internet or calls, is your responsibility to have in place a contingency plan, which can be backup internet connection with us or another provider or a mobile backup service.

Ask our Sales or Customer Service Representative about the best solution for your business.

MORE INFORMATIONS

More information can be found in the links below:

https://www.nbnco.com.au/

https://www.communications.gov.au/documents/migration-assurance-framework-telecommunications-industry-guide