



# Key Fact Sheet: Bendigo Telco Internet powered by nbn™ services

This information relates to NBN plan options available from Bendigo Telco.



**Technology Type:** Is the technology that is used to deliver nbn™ to your premises. The Technology Type will determine what plans and speeds are available. Visit [nbn® rollout map | nbn \(nbnco.com.au\)](https://nbnco.com.au) to see what technology is available at your premises, or contact us.

- FTTP: Fibre To The Premise
- FTTN: Fibre To The Node
- FTTC: Fibre To The Curb
- FTTB: Fibre To The Building
- HFC: Hybrid Fibre Coaxial
- FW: Fixed Wireless

**Power Failures:** Your nbn™ service won't work during a power outage. Battery back is available with FTTP.

**Medical and Security Alarms:** If you have a medical or security alarm at your premises, contact your alarm provider to confirm compatibility with your nbn™ service. Consider an alarm with mobile and battery backup during a power outage.

**Bandwidth Profile:** This profile is applied to your nbn™ service. Many factors will affect your actual speeds.

**Typical Busy Period Speeds:** These are the typical speeds you may achieve during the peak period between 7pm-11pm.

**Factors that may affect your speed:** Your experience, including the speeds actually achieved, depends on the network technology and configuration over which services are delivered. Other factors that may affect your speed include:

- Modem location. Install modems and routers in a central location. Connecting to your modem with an Ethernet cable will be more reliable.
- Time of day. Speeds during the Typical Busy Period (7pm-11pm) may differ from non-busy period speeds.
- Demand, source and size of content. Content can be delivered from various locations and will depend on numerous factors.
- The number of devices and people connected. Multiple devices and people connected to your home concurrently.
- Technology Type: Fixed Wireless. The number of users connected in your area, weather conditions and line of sight may have an effect.
- Technology Type: FTTN, FTTB or FTTC isn't capable of supporting the speed tier you're on; we will change your plan to the most suitable one or cancel your plan without any charge.

For more information call 1300 228 123 or

visit [bendigotelco.com.au](https://bendigotelco.com.au)