

nbn® Services Consumer Plans

Welcome to Kogan Internet. Here you will find some important information about our nbn® plans.

	Bronze	Silver	Gold ¹	Gold Plus [#]	Platinum [#]	Diamond [#]
nbn speed tier	nbn® 25^ Standard Evening Speed	nbn® 50^ Standard Plus Evening Speed	nbn® 100 Premium Evening Speed	nbn® 500 Premium Evening Speed	nbn® 750 Home Superfast Evening Speed	nbn® 1000 Home Ultrafast Evening Speed
Typical Evening Speed* (7pm- 11pm)	↓ 25Mbps ↑ 8Mbps	↓ 50Mbps ↑ 17Mbps	↓ 98Mbps ↑ 17Mbps	↓ 500Mbps ↑ 42Mbps~	↓ 740Mbps ↑ 42Mbps~	↓ 850Mbps ↑ 85Mbps
Email, social media, browsing & SD streaming	✓	✓	✓	✓	✓	✓
HD Streaming	✓	✓	✓	✓	✓	✓
UHD/4K Streaming	x	✓	✓	✓	✓	✓
Online Gaming	x	✓	✓	✓	✓	✓
# of simultaneous users / devices (approx.)	1-3	3-6	9-20	9-20	9-20	9-20

^{*}This represents the theoretical maximum possible speed that is available during off-peak periods.

[#]Gold Plus nbn® Plan, Platinum nbn® Plan and Diamond nbn® Plan are only available in NBN FTTB/HFC areas and a compatible high speed modem is required (go to koganinternet.com.au/speedguide for details). ¹Gold Plan is only available in NBN FTTB/FTTN/FTTC areas.

Typical Evening Speeds/Estimated Typical Evening Speeds

*This is the typical busy period download speed that the average consumer can expect to receive between 7-11pm. Please be aware that these speeds are not guaranteed, and you may experience lower speeds during this period and at other times. Typical Evening speed is estimated by reference to the maximum upload speed.

~Estimated typical evening download speeds between 7-11pm for Gold Plus nbn500 Plan & Platinum nbn750 Plan.

For FTTB/FTTN/FTTC services only

If you're connecting to the nbn® using FTTB/FTTN/FTTC technologies, then after activation we'll check your maximum attainable line speed (once this information is made available to us by NBN). If the maximum line speed at your address doesn't support the speed tier of the plan you've chosen, we'll let you know, and give you the option to:

- remain on your current plan with no refund;
- move to a lower speed plan of your choice at no cost; or
- cancel your plan at no cost and receive a refund of the price difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed plan, you may exit without cost, and you will receive a full refund of fees paid to date).

Important Information about medical & security alarms and devices

If you currently use a medical or security alarm that is connected with your phoneline we recommend that you contact your alarm or device provider to check if your device is compatible to work on the nbn®. Some devices will no longer work on the nbn® and your medical or security alarm provider should be able to discuss alternative options with you if this is the case.

Factors That May Affect Speed and Performance

The actual nbn® speeds that you experience can be affected by a large number of factors - ranging from the technology that is used to connect you to the nbn®, modem type and positioning, the quality of your inbuilding wiring, your selected plan, the number of people and devices using connection at the same time, content accessed, internet traffic demand, the capacity in our network and possible interference or range issues affecting your Wi-Fi. There are ways you might be able to reduce the impacts of these factors, such as the location you select to position your modem and the Wi-Fi band you choose to connect with. You can learn more about these factors and how you might be able to reduce the impact of these at our Help Centre.

Important information about battery back up

We don't supply a Battery Back-Up service -this means that in the event of a power outage you will be unable to access the internet through your nbn service - in this situation you will need to rely on your mobile service.

Contact us

Check out our online support on <https://help.koganinternet.com.au/hc/en-us> or call us on 1300 010 400.