

GigaComm nbn™ Interim Broadband Solution

Service Description GigaComm’s interim nbn™ broadband service uses NBNetCo infrastructure (e.g., fibre to the premises, HFC, fibre to the curb or fibre to the node) to deliver a temporary service to your premises.

Minimum term	1 Month					
Plan Name	nbn™ Speed Tier (down/up)		Typical Evening Speeds*	Simultaneous Users/Devices		
GigaComm Interim NBN 100	100/20 Mbps		94.4 Mbps	6-9		
Email and browsing	Online Gaming	Upload and Download of Large Files	Social media	Standard Video Streaming	High-Definition Streaming	Ultra-High Definition (4K) Streaming
✓	✓	✓	✓	✓	✓	✓

*Typical Evening speeds as represented by the average measured speeds on the nbn™ between 7pm and 11pm

*Fixed Wireless connections offer a theoretical maximum speed of 75/10. Fixed wireless services on the nbn™ network may operate slower than fixed connections. Fixed Wireless services may also be impacted by cell congestion. Cell congestion can only be determined after activation.

Information about this service

This is an interim Service

This service is being delivered by GigaComm as a temporary service until your primary service is being arranged.

- This service is offered for up-to 12 weeks (Typically 6-weeks)
- In the case where your installation is an exception exceeds 12 weeks our team will contact you with details on your case if continuation of the service is provided
- GigaComm will disconnect this service when the agreed primary service is connected

Network & Power Outages

In the event of a network or power outage your nbn™ service will not function. Any phone services or technologies that rely on your internet to operate will not work in the event of an outage. This includes calls to emergency services.

Safety and Security

Before changing your internet services, you should consider if the product is right for you. If you have any safety or security services, you

will need to determine whether they are suitable for use on the nbn™ network. This may include medical devices/alarms, back-to-base alarms, lift phones, fire indications and home automation.

If you have concerns that you may have services of this nature, please contact your existing service provider.

Speed and Performance

A range of factors may reduce the speed or performance of your service, these can include:

- The nbn™ service type available at your premises
- Internal wiring or Wi-Fi connectivity
- Setup or location of equipment (Modem / Router / Access Point)
- Hardware and software configuration
- Personal device limitations
- nbn™ traffic
- Wi-Fi Interference

Our local team are available to assist you in determining how your service may be affected by these factors and suggest ways to improve your experience.