



500,000 more Queensland homes and small businesses ready for our fastest home internet

- More than 500,000 additional Queensland homes and small business are able[#] to order **nbn** full fibre to the home as part of the program to evolve the **nbn**[®] network.
- A majority of households in an additional 50 suburbs in Greater Brisbane are now ready to order fibre – including two of the state’s biggest data consuming suburbs, Logan and Redlands.
- 64 per cent of Queensland’s fixed-line households and small businesses now have access to our fastest residential speeds^{##}, and that will increase to nearly 90 per cent by 2025.

More Queenslanders than ever can now order **nbn** full fibre and enjoy the benefits of our fastest and most reliable residential speeds.^{##}

Across the state 500,000 homes and businesses can now access our fastest residential speeds, including a quarter of a million additional premises in Greater Brisbane.

More speed means the whole family can be online at the same time including videoconferencing for work, enjoying crystal clear movies or next level gaming.[#]

To trigger an upgrade, customers at eligible premises need to place an order with a retailer which is based on an eligible wholesale speed tier.

To find out if you’re eligible for an upgrade register at nbn.com.au/fibreupgrade.

NBN Co Customer Experience Expert Jane McNamara, said:

“We are consuming three times more data than we were six years ago, and **nbn** is delivering more fibre to homes and businesses to stay ahead of that demand.

“The average Australian home now has more than 21 connected devices – but despite the surge in data use two out of three Australians connected to the **nbn** network haven’t changed their plans within the last three years.

“Full fibre delivers our fastest wholesale residential speed plan which can take your internet experience to a whole new level.

“You may be able to download a Call of Duty – Cold War (130GB) game update in under 30 minutes – compared to potentially seven hours on a standard residential plan.[#]

“Our fastest residential speed plan can also save you plenty of time if you are working from home – a 200MB file may download nine times more quickly compared to a standard residential plan.^{###}

“While uploading the same file can be done twice as quickly on our fastest residential speed plan, compared to a standard residential plan.

“We are using more connected devices, technology has advanced, our data use just keeps going up – the question has to be asked - has your plan kept up with what you now need?

“We encourage customers to check with their internet provider to see if their plan has enough speed and data inclusions.”

Conditions, eligibility criteria and costs will apply. Eligibility criteria is expected to include, among other things, being designated by **nbn** as a simple premises (eg. standalone premises or Single Dwelling Unit (SDU)) and once the program is available for an eligible premises, placing an order for an **nbn** powered plan based on an eligible wholesale speed tier. Additional costs may apply to providers, who may choose to pass this charge onto their customers. Not all providers offer plans based on the full range of wholesale speed tiers. Talk to your preferred provider for more information about availability and the right solution for your needs

Customer experience on nbn full fibre, including speed depends upon your internet provider, plan, equipment quality and if you use the internet at peak times.

Home Standard plan – 50 Mbps download, 20 Mbps upload. Speed depends upon your internet provider, plan, equipment quality and if you use the internet at peak times.

ENDS

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