

NBN PLANS & SPEED OPTIONS

Ace Internet Services has several plans available depending on your usage and budget. We all use technology differently with some people being light users such as web browsing and email and others being heavy users with households using multiple devices like streaming movies, online gaming and media buffs.

With Ace, you can pick what's right for you.

SPEED TIER	TYPICAL EVENING SPEEDS 7pm – 11pm	IDEAL FOR	PRICE
NBN 12/1 Mbps*	11 Mbps Download speed	1 – 2 Users Web browsing checking emails	\$49.95 pm For 12 months \$150 standard set up fee applies Includes a VoIP enabled Netcomm Modem
NBN 25/5 Mbps*	24 Mbps Download speed	1 - 3 Users Streaming videos, Playing music Web browsing	\$74.95 pm For 12 months \$150 standard set up fee applies Includes a VoIP enabled Netcomm Modem
NBN 50/20 Mbps*	46 Mbps Download speed	3 -6 Users Multiple devices, Streaming Videos, Playing music, Web browsing	\$94.95 pm For 12 months \$150 standard set up fee applies Includes a VoIP enabled Netcomm Modem
NBN 100/40 Mbps*	85 Mbps Download speed	6 – 9 Users Downloading big files Streaming TV & movies Online gaming, Web browsing	\$114.95 pm For 12 months \$150 standard set up fee applies Includes a VoIP enabled Netcomm Modem

Typical evening speeds were conducted between 7pm – 11pm which is peak time for internet usage. It is not a guaranteed minimum speed. The actual speed experienced depends on a number of factors including your line condition, hardware, location, demand on the network and your access type. If you are experiencing slower than normal speeds, some suggestions to maximise your connection speed are to replace your phone cable and check your internal wiring, check you are on the right speed tier and get us to check your modem is in good working order.

Customers connected by FTTB and FTTN, your maximum line speed will be available once connected. If your plan speed cannot be supported by the line, an alternative option will be provided.

* These speeds do not apply to fixed wireless services. Fixed wireless technology speed is determined by the NBN base station capacity. More information can be found on our website. www.acenet.com.au/nbn-info