

Key Fact Sheet

What internet usage can I do with my NBN connection?

A little better than ADSL. That is all that ever should have been promised by the NBNCo.

The NBN will improve, but it is not nearly as good as all the promises that were made.

What guarantee of speeds can I get from NewSprout?

Absolutely none.

But what we can tell you is that we have no contracts, and always have. This means you always have the freedom to leave and we will not tie you into any contracts.

We will go out of our way to get to the bottom of any issue you may face, whether it is speed or drop-outs. We liaise with you, our backhaul providers and the NBNCo to troubleshoot hardware faults, network faults or congestion faults and we do everything we can to resolve the issue with you.

What happens if my speed is lower than the plan speed?

This is almost always the case with the NBN. Your speed will never be the theoretical speed.

If your line can't deliver the speed plan you've ordered (FTTN, FTTB, FTTC), you can cancel with us at no additional cost or drop to a lower plan speed at no additional cost and then reduced to the lower plan fee.

Please Note:

NBN services will not work during power failures. Our services do not include a battery backup power supply for either the NBNCo equipment or any customer equipment. VOIP services will not work during power failures. No calls will work including emergency numbers not working.

Medical alarms: You need to speak to your provider to confirm if the service will work with NBN broadband and notify us if you are using one before signing up.

Security alarms: You need to speak to your provider to confirm if the service will work with NBN broadband and notify us if you are using one before signing up.

Existing home phone or landline: If you want to keep it active, please note this will be affected, the service will stop working and you will lose your number if you do not speak to us before signing up.