

Co-existence on FTTN Connections



nbnTM Fibre to the Node services are sold as an “up to” as speeds cannot be guaranteed. This is because the quality of the copper may be affected, or they may be affected by co-existence.

What is Co-existence?

If you have a Fibre To The Node (FTTN) connection and are not getting the advertise "peak speeds", your service may be affected by co-existence.

Co-existence is a term phrased by NBNCo, where FTTN services share the same network infrastructure with older copper services and NBNCo has applied a shaping profile to enable both networks to co-exist. This profile is normally applied for about 18 months after the initial rollout of the NBN service in this area, prior to the old copper services being decommissioned.

It is a limitation on the copper network imposed by NBNCo where the retail service has no control over.

If we've determined your service is affected by co-existence and:

- Your sync speed is above 25 Mbps but below 50 Mbps, you'll need to

let us know which speed you would prefer and we will downgrade your service and credit your account for the duration you were billed at the higher speed.

- Your sync speed is above 50 Mbps but below 100 Mbps, you'll need to let us know which speed you would prefer and we will downgrade your service and credit your account for the duration you were billed at the higher speed.

Here's an article you might also be interested with:

- [NBN Network Speed from SpinTel](https://articles.spintel.net.au/article/co-existence-on-fttn-connections.html)

Online URL:

<https://articles.spintel.net.au/article/co-existence-on-fttn-connections.html>