

Key Facts Sheet: nbn® Service

(Residential Fixed Wireless HST plan)

How fast is the plan and what can it do?

nbn® Plan	Fixed Wireless Fast	Fixed Wireless Super Fast
People online at the same time on multiple devices	7+	9+
Typical Evening Download Speeds (7pm –11pm)*	210Mbps – This service can perform to a maximum of 200Mbps – 250Mbps download .	This service can perform to a maximum of 400Mbps download .
Typical Evening Upload Speeds (7pm –11pm)*	12Mbps – This service can perform to a maximum of 20Mbps upload .	This service can perform to a maximum of 40Mbps upload .
Home (VoIP) phone	✓	✓
Emails and browsing	✓	✓
Streaming HD	✓	✓
Video Streaming UHD Video	✓	✓
Online Gaming	✓	✓
Download and Upload files	✓	✓
Download and Upload large files	✓	✓

Important things to know.

*Tier speeds are the maximum possible download speeds available during off-peak periods. Fixed wireless speeds are variable and can be impacted by congestion. Typical business speed measures network speed to customer premises, it is not a measure of customers' received in-premises speed. As these are new services, we do not have sufficient data for Super Fast yet to calculate the typical busy period speed for it. We will update this information once sufficient data is available. Fast plan based on customer results from 27/01/2025 – 09/02/2025 testing on eero routers.

Technical limitations

- **nbn® service will not work during power failures.** This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This also means you will not be able to make calls on a VoIP phone during a power outage, including calls to emergency services.
- Your **speed or performance** may be reduced by a range of other factors. Fixed Wireless speeds are variable and can be impacted by congestion. Actual speeds can only be determined after your service is activated. Speeds experienced may be slower due to external factors including signal interference, weather conditions, the signal strength or obstruction of the antenna's line of sight to the tower, tower and network capacity, vegetation, geography, built obstructions, radio frequency used and internal factors such as a poor-quality router, wifi interference from electrical goods, the type and source of the content being downloaded, how your device is connecting to the internet (when using WiFi, you may experience slower speeds than what can be achieved by connecting your device(s) with a network cable), or old house wiring. We can work with you to help you find what may be causing these problems and suggest ways to fix them like where to place your modem/router to get the best performance. See [here](#) for further information. To work out what modem is suitable for your connection type see [here](#) for information.

Medical alarms/security

Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an nbn® service. You can do this by contacting the provider of your medical or security alarm service, who can also advise on options.

