

Key Facts Sheet

Home Broadband - Fixed-Line NBN



Important information about speed options and technical limitations on the National Broadband Network (NBN)

Speed Tier	 Basic II Plus 25/10 Mbps	 Home Standard 50/20 Mbps	 Home Fast I 100/20 Mbps	 Home Fast II 500/50 Mbps
Typical Busy Period Download/Upload Speeds (7pm to 11pm)	23/8 Mbps	49/17 Mbps	94/17 Mbps	480/43 Mbps
Devices Simultaneously Online	1-2	3-4	5-7	15-20
Typical Use	Web browsing, email, social media & standard-definition (SD) video streaming	Web browsing, email, high definition (HD) video streaming, video calls & light online gaming	Web browsing, email, 4K video streaming, online gaming & multi- user households	Multiple 4K/8K streams, online gaming, large file downloads & smart home setups

Important things to know:

Typical busy-period speeds are averages and may vary between areas and over time. Speeds are measured to the Connection or Network Boundary Point (NBP) at your premises. Actual in-home speeds may be lower due to Wi-Fi, cabling, devices, or network congestion. These figures are not a guarantee of the speed you will experience on your in-home network.

Our fixed-line services utilise Fibre to the Premises (FTTP), Fibre to the Node (FTTN), Fibre to the Curb (FTTC), Fibre to the Building (FTTB), or Hybrid Fibre Coaxial (HFC) technology. Not all NBN technologies can deliver every speed tier. Availability depends on your location and the technology type at your premises.

Speed & Performance

NBN speed tiers show the maximum possible off-peak speeds. Once your service is active, we can confirm the maximum speed supported by your specific line. If it cannot support your chosen tier, you may move to a lower-speed plan (if available) at no extra cost.

Most speed and dropout issues occur beyond the NBN equipment, within the home. Common causes include:

- Outdated modems/routers
- Weak or poorly placed Wi-Fi coverage
- Too many devices connected at once
- In-home cabling issues
- Limitations of the websites or services you access

Tip: Use an Ethernet cable to connect your devices where possible. Place your Wi-Fi router centrally and consider boosters for large homes or solid walls.

If you need help with your in-home setup, we can connect you with the right people for support.

Medical & Security Alarms

Check with your alarm provider before switching. Some alarms may not work on the NBN. Always test alarms before and after connection.

Power Outages

Your NBN service won't work in a power outage and does not include battery backup unless already installed. For critical devices (alarms, phones, fire panels), you should use a mobile or other backup connection.