

Key Facts Sheet

Home Broadband - Fixed-Wireless NBN



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

Speed Tier	 Basic II 25/5 Mbps	 Wireless Plus 100/20 Mbps	 Wireless Fast 250/20 Mbps	 Wireless Superfast 400/40 Mbps
Typical Busy Period Download/Upload Speeds (7pm to 11pm)	20/4 Mbps	73/10 Mbps	200/15 Mbps	320/25 Mbps
Devices Simultaneously Online	1-2	3-5	6-10	15+
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 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 Wireless services use an outdoor antenna connected to a local NBN tower. Availability depends on coverage in your area. Speeds can be affected by distance from the tower, weather conditions, and the number of users on your local cell.

Speed & Performance

NBN speed tiers show the maximum possible off-peak speeds. Actual performance on Fixed-Wireless can vary more than Fixed-Line services, due to factors such as signal strength, tower capacity, and local weather. Once your service is active, we can confirm your connection performance.

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- Outdated modems/routers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. For critical devices (alarms, phones, fire panels), you should use a mobile or other backup connection.