

Plan	nbn® 25	Fixed Wireless Plus	Fixed Wireless Home Fast	Fixed Wireless Superfast
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Maximum Download Speed	25Mbps	75-100Mbps	200-250Mbps	300-400Mbps
Maximum Upload Speed	5Mbps	8-20Mbps	8-20Mbps	10-40Mbps
How many simultaneous devices/users can be supported?	1-3 devices/users	3+ devices/users	4+ devices/users	5+ devices/users
What can you do at your plan speed?	Email & Browsing VoIP Phone Calls Social Media SD streaming HD streaming Work from home Online gaming	Email & Browsing VoIP Phone Calls Social Media SD streaming HD streaming Work from home Online gaming	Email & Browsing VoIP Phone Calls Social Media HD streaming 4K streaming Work from home Online gaming	Email & Browsing VoIP Phone Calls Social Media HD streaming 4K streaming Work from home Online gaming

Common factors impacting performance:

Fixed Wireless speeds vary based on the **nbn** Wireless NTD version installed at your property as well as a number of other factors such as:

- Signal strength
- Weather conditions
- Obstructions to the antenna's line of sight, including but not limited to:
 - Vegetation growth
 - Built obstacles
- Tower and network capacity
- Signal Interference
- **nbn** hardware limitations
- Customer equipment, including but not limited to:
 - Routers
 - Internal cabling
 - Individual device limitations
- **nbn** tower and network congestion, particularly during the evening period (7pm-11pm).

Factors impacting the performance of your connection at your premises:

Your speeds may be lower due to:

- Your own Wi-Fi capacity and coverage area
- Location of your Router
- Internal wiring
- Network capacity and network traffic
- The website/content you're accessing and its capacity and capability

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

Your speeds may also be impacted by congestion on your local **nbn** Fixed Wireless tower. If your local **nbn** Fixed Wireless tower is experiencing congestion, or has not yet been upgraded, then you may experience slower speeds during busy periods

Power Outages

We strongly recommend that you ensure you always have ability to make emergency phone calls. During a power outage your **nbn** service will not work. In the event of a power outage, you will lose access to your service, including the ability to make emergency phone calls with it. You will need to use a mobile phone in these circumstances to contact emergency services.

Device compatibility

Some devices may not work with your **nbn** service. Before applying, you should contact your medical or security alarm service provider to check if the alarm will work with an **nbn** service and, if not, find out what alternatives may be available. Our support does not extend to specialized devices such as medical, security and fire alarms; autodiallers; emergency call buttons; teletypewriters and EFTPOS terminals. If you require priority assistance or have critical medical equipment that requires an internet connection, we recommend you use a provider that supports these services.