

Key facts sheet: NBN Service (Family Fixed Wireless Plus)

How fast is this plan?

Maximum download speed during off-peak periods	Typical download speed during busy hours 7pm to 11pm
75Mbps	43Mbps *fixed line services only; fixed wireless speeds are variable and can be impacted by congestion

What can I do with this plan?

During busy hours, this plan is good for:

How many people using at the same time	3-4
Home (internet-based) phone	Yes
Emails and browsing	Yes
Music and video streaming	Yes
Online gaming	Yes
High Definition video streaming	Yes
Ultra High Definition/4K videos	No
Large file downloads	No

What happens if I can't get this speed at my house? (FTTN, FTTB, FTTC)

If you're connected to the NBN via Fibre to the Node, Fibre to the Basement or Fibre to the Curb, we test what speed your NBN line is capable of once you're connected. We match this against the speed you've ordered and will email you within 1-2 days with the results. If your line can't deliver the speed plan you've ordered, you can exit your plan at no cost or drop to a lower speed plan at no cost.

Important things to know

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 such as a poor-quality router, wifi interference from electrical goods or neighbours, 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.

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.