

Key Facts Sheet: nbn Fixed Wireless services

This is essential information to help you choose the right nbn plan

nbn Fixed Wireless plan	No Dramas Wireless	No Worries Wireless	Fair Dinkum Wireless
Maximum plan speed	75-100Mbps/8-20Mbps	200-250Mbps/8-20Mbps	400Mbps/10-40Mbps
Typical busy period download speed	48Mbps	90Mbps	95Mbps
Simultaneous use	2-4 devices	4+ devices	5+ devices
What you can do during the Typical Busy Period	Email, browsing, social media, music video streaming, online gaming, high-definition video streams, ultra-high definition 4K video streams	Email, browsing, social media, music video streaming, online gaming, high-definition video streams, ultra-high definition 4K video streams	Email, browsing, social media, music video streaming, online gaming, high-definition video streams, ultra-high definition 4K video streams

Maximum plan speed is the maximum speed possible outside of peak hours and is subject to the technical limitations of the nbn™ network.

There are nbn™ Fixed Wireless regions that are experiencing service congestion. This congestion may significantly affect the performance of Fixed Wireless services during peak usage times (7pm-11pm).

Speeds will vary throughout the day and can be affected by a range of factors including line of sight to the tower, signal strength, signal interference, weather conditions, and nbn™ cell congestion. You will have the best speed available for you at your location and at your time of use.

Technical Limitations of the nbn™

If your electricity goes out, you won't be able to make telephone calls or use the Internet. Your internet connection works through your router which requires power to operate. Severe weather events, including heavy rain, may affect nbn™ Fixed Wireless services.

If you use a medical or security alarm, you must make your own enquiries to see if they are compatible with the nbn™ before signing up with us. If you do have one of these devices, we recommend using a mobile cellular service instead of the nbn™. If you do insist on using the nbn™, you should register your device on the nbn™ Medical Alarm Register at www.nbnco.com.au.

Generally, speeds may be affected by: the quality of your modem, internal wiring in your home, the distance between your Wi-Fi modem and your devices, electrical and Wi-Fi interference, network or internet congestion, weather or infrastructure faults. You can contact us on 13 14 13 and we can assist you in diagnosing and resolving such problems.