

Key Facts Sheet: nbn® Fixed Wireless

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

mate.
internet ♥ mobile

nbn® Fixed Wireless plan		
No Dramas Wireless	No Worries Wireless	Fair Dinkum Wireless
Typical busy period speeds (Download/Upload)		
48/8 Mbps	90/8 Mbps	95/10 Mbps
Maximum plan speed (Download/Upload)		
75-100/8-20 Mbps	200-250/8-20 Mbps	400/10-40 Mbps
People online at the same time on multiple devices		
2+ people	3+ people	4+ people
What you can do during the typical busy period		
• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD video	• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Download large files	• Email & browsing • Social media • Home phone (VoIP) • Streaming music • Streaming HD/4K video • Download & upload large files

Speed information

- Maximum plan speed is the maximum speed possible outside of peak hours and is subject to the technical limitations of the nbn® Fixed Wireless network.
- Typical busy period speeds are based on speed test results of existing customers between 7pm-11pm and are subject to change.
- Actual speeds may be lower. Factors that can affect your speeds include: In-home wiring, modem/router quality, distance from your Wi-Fi modem, number of connected devices, electrical or Wi-Fi interference, network or internet congestion, performance of third-party networks and interconnection points outside our control.
- Wi-Fi connected devices may experience slower speeds than devices connected by Ethernet.
- For help diagnosing issues, please contact us on 13 14 13.

Technology limitations

- 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.
- 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.
- No Worries Wireless and Fair Dinkum Wireless speeds are only available at limited Fixed Wireless technology locations.

Power and safety considerations

- If your electricity goes out, you will not be able to use the internet or make telephone calls, including calls to Emergency '000' services.
- If you use a medical or security alarm, you must check with your alarm provider to confirm nbn® compatibility before signing up.



support@letsbemates.com.au



www.letsbemates.com.au