

NBN™ Wireless Key Facts Sheet

This information applies to the following NBN™ plans delivered on fixed wireless: NBN12 500; NBN12 Unlimited; NBN25 Unlimited Incl LN Calls; NBN25 Unlimited Incl LNM Calls; NBN Exclusive Seniors Card.

Below indicates your NBN™ plan’s speeds and online usage. Speeds are variable.

NBN Speed Tier	NBN12	NBN25 [^]
Speed Label	Basic	Basic
Making phone calls (VoIP)	✓	✓
Email, social media & web browsing	✓	✓
Standard Definition (SD) streaming	✓	✓
High Definition (HD) streaming	×	✓*
UHD/4K streaming	×	×
# of simultaneous users / devices (approx.)	1-3	2-5

[^] NBN25 Tier is not available on NBN Exclusive Seniors Card plan.

* Multiple HD videos streaming simultaneously are not recommended on this speed.

NBN12 and NBN25 indicate the underlying speed tier that your NBN™ plan is on and represent the maximum possible speed that is available outside the busy periods of 7pm – 11pm.

Factors at your premises that can affect data speeds and performance

Poor performance may be caused by...	You may be able to improve this by...
Poor WiFi signal strength or signal interference	Connecting devices via Ethernet cable or by placing modem in an unobstructed area.
Modem, WiFi router or network cables	Using current hardware with technical specifications suitable for your NBN™ plan.
Too many simultaneous users	Managing your household usage according to the above guide.

Following activation, NBN Co will inform Westnet whether your NBN Wireless service is connected to a wireless cell experiencing congestion. If you are, we’ll send you an email stating your speed results and your options, which may include the option to move to a lower speed plan, a refund for speeds you cannot receive, or to cancel your service and change providers without contract break fees.

In the event of a power outage: NBN™ services will not function.

Medical and security alarm services: Before switching to NBN™, please contact your alarm provider to assess whether your alarm is compatible with an NBN™ service and identify available alternatives if your alarm services are not compatible.