

## 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.

NBN Speed Tier	NBN12	NBN25 <sup>^</sup>
Typical evening download speed# – Residential plans (7pm-11pm)	Basic <sup>^</sup>	14.4Mbps
Typical evening upload speed# – Residential plans (7pm-11pm)	0.9Mbps	3.8Mbps
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

<sup>^</sup> 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.

# Typical evening speeds are subject to change. Speeds are not guaranteed and may vary.<sup>^</sup> Basic Estimated Typical Evening Download speed of less than 10Mbps. Westnet will revise the typical evening download speed once it has collected enough data on the speed performance for this plan.

### Factors at your premises that can affect data speeds and performance:

- **NBN Infrastructure:** The quality and location of the antenna mounted on the roof.
- **Interference:** Predicted and actual coverage may vary due to the nature of radio based mobile networks and other factors at any specific location, such as distance and line of sight from the network base station, building materials, and geographic features (hills, buildings, and trees etc.).
- **Weather:** Extreme heat or rain may impact services on the NBN at your premises or at the NBN base station.
- **Latency:** NBN Fixed Wireless may not be suitable for online gaming. Very large files might be slow to load.
- **Quality of in-premises hardware:** Capability of customer hardware including Wi-Fi enabled devices and ethernet cables.
- **WiFi signal interference:** Wi-Fi signal quality may vary due to the number of devices connected, distance from modem, modem proximity to indoor plants/metal objects, connection to 5GHz/2.4GHz Wi-Fi network and any obstacles between devices and modem.
- **Number of connected devices:** When too many devices share the same bandwidth, data flow is limited.
- **Which content is being accessed:** There may be particular issues affecting a specific website or online game (e.g. insufficient server capacity).

Following activation, NBN Co will inform Westnet whether your NBN Wireless service is connected to a wireless cell experiencing congestion. Once we receive this information from NBN Co, we'll send you an email if you are affected, 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.