

# Key Facts Sheet: NBN Services

## The 2023 Wireless Unlimited Plan



### Data speeds

Please note that capacity on the nbn fixed wireless network is finite and nbn co is responsible for upgrading the network to meet current and future demands on that capacity. In areas where the company does not satisfy the current demand for capacity, data speeds may be significantly degraded. Please see nbn co's [Monthly Progress Report](#) for information about the current performance of its fixed wireless network and its capacity upgrade program. Any reference to an nbn co speed tier represents the maximum possible speed that is available during off-peak periods.

### Online usage

This plan supports the following usage for approximately six people: Emails and browsing; Voice (VoIP); Social media, Streaming HD video, Online gaming; and Downloading and uploading large files. If nbn co plans to upgrade network capacity in your area, online usage may be significantly affected until nbn co completes the upgrade. Access to specific voice, video streaming and other supported services may require separate subscriptions.

### Power outages

nbn co does not offer a battery backup service for end users on the nbn fixed wireless network. Therefore, during mains power disruptions, you will not be able to use your service or make emergency phone calls with it.

We strongly recommended that you always ensure you have ability to make emergency phone calls. Keeping a charged mobile phone close by may be one way of maintaining that ability.

If you have an existing landline and telephone that work during power outages, you can opt to keep them instead of migrating your voice service to the nbn fixed wireless network.

### Local factors affecting speed

The speed of your service may be affected by a range of factors local to your premises.

**Environmental:** overgrown vegetation, new buildings, sun fade, rain fade and severe weather. You may be able to reduce these impacts by keeping vegetation professionally trimmed if it could potentially obstruct the wireless signal.

**Hardware:** the inherent performance of your computer and other network equipment such as your modem, router or access point; and the length and quality of your cabling. You may be able to reduce these impacts by using modern equipment.

**Software:** the configuration of your operating system, network stack, online application and network equipment such as your modem, router or access point. You may be able to reduce these impacts by updating and reconfiguring your software.

**Electromagnetic interference:** noise from other Wi-Fi networks, faulty power supplies or other faulty equipment may interfere with your own Wi-Fi network or nbn Fixed Wireless signal. You may be able to reduce these impacts by identifying and managing noisy equipment.

**Overutilisation:** too many active devices sharing your service can result in your devices being starved of enough bandwidth to operate properly. You may be able to reduce these impacts by reducing the number of active devices.

### Device compatibility

Before applying, you should contact your medical or security alarm service provider to check if the alarm will work with an nbn service and, if not, find out what alternatives may be available.

Our support does not extend to specialised devices such as medical, security and fire alarms; autodiallers; emergency call buttons; teletypewriters and EFTPOS terminals.

nbn co closed its Medical Alarm register on 30 June 2023. For further details, please check nbn co's website at [nbnco.com.au](http://nbnco.com.au).