

# KEY FACTS SHEET: NBN FIXED WIRELESS



This information applies to the TPG NBN plans delivered over NBN Fixed Wireless.

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

NBN Speed Tier	NBN12	NBN25
Typical evening download speed <sup>#</sup>	9.3Mbps Download 0.9Mbps Upload	14.4Mbps Download 3.8Mbps Upload
# of simultaneous users / devices (approx.)	1-3	2-5
Making phone calls (VoIP)	✓	✓
Email, social media & web browsing	✓	✓
Standard Definition (SD) streaming	✓	✓
High Definition (HD) streaming	✗	✓*
UHD/4K streaming	✗	✗

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

# Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Speeds are not guaranteed and may vary.

**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 to 11pm.

## Factors 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.).
- **NBN Fair Use Policy Enforcement:** Where you use NBN Fixed Wireless services and your usage falls within certain parameters set by NBN Co, your download or upload speeds may be impacted by NBN Co's enforcement of its Fair Use Policy. This could mean you may, from time to time, experience slower speeds depending on your usage, the time of day and the type of applications you are using.
- **Weather:** Extreme heat or rain may impact services on the NBN at your premises or at the NBN base station or NBN hub (basement/node/curb).
- **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:** WiFi 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 WiFi network and any obstacles between devices and modem.
- **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 TPG 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.