

Key Facts Sheet: Adaptive Broadband (Fixed Wireless).

Important information about the nbn network speed options available with Telstra.

	Fixed Wireless Plus Speed
Typical Busy Period Speeds (9am - 5pm, weekdays)	13-143Mbps Download
	2-15Mbps Upload
	Speeds experienced may be lower and will vary throughout the day, due to factors set out below in this document. Actual speeds may be significantly impacted by congestion, particularly during the busy hours (7pm-11pm).
Available on:	Adaptive Broadband 100/20Mbps
# of people online at the same time on multiple devices	1-5 people
Emails and Browsing	✓
Social Media	✓
SD Video Streaming	✓
HD Video Streaming	✓
Online Gaming	✓
Download and Upload Large Files	✓

Typical busy period speed.

'Typical busy period speed' is a measure of network speed to customer premises and is not a measure of customers' received in-premises speed experience. Not all customers may receive these speeds at all times. The nbn tier figures in our advertising represent the maximum possible speeds available during off-peak periods.

Common factors impacting performance.

Fixed Wireless speeds are variable and can only be determined after your service is activated. Speeds experienced may be slower and will vary throughout the day, due to factors including the signal strength or obstruction of the antenna's line of sight to the tower, weather conditions, vegetation, geography, built obstructions, tower and network capacity, radio frequency used, signal interference, type of and installation of antennas and in-premises setup including but not limited to Wi-Fi modems in use and including your nbn hardware. Actual speeds may be significantly impacted by congestion, particularly during the busy hours (9am-5pm).

Some factors impacting performance at the premises.

Broadband speeds may lower due to:

- the website you're visiting and their servers;
- Wi-Fi is less reliable than an Ethernet cable;
- the speed tier you are on;
- in-premise wiring;
- network capacity and network traffic;
- the nbn technology type at your premises; and
- your choice of modem, cable and where your modem is located; and
- your equipment and applications being used.

Setting up your modem in a central spot away from your electrical appliances can help. Wi-Fi boosters can also help.

For more information visit telstra.com/nbn-speeds

If you would like this brochure in an alternative/accessible format, please call **13 22 00**.

NBN_FEB2026

Your speeds may also be impacted by network congestion, as well as congestion at your local nbn Wireless tower. If the local nbn Wireless tower is experiencing congestion, you are likely to achieve download speeds of less than 6Mbps. This will impact your ability to enjoy some online applications such as slower browsing and/or lower quality or buffering for video streaming.

nbn service and power outages.

Your nbn service won't work during a power outage. This means that for plans that support voice calls you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation. If your premises has, or requires, critical safety devices such as medical, fire or back-to-base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary communications technology, such as a mobile network. Contact your critical safety device provider for more details.

Medical and Security alarms.

If you have a Back to Base Security Alarm or Medi-Alert connected to your broadband service, it's important you contact your medical or security provider to check if they're compatible with an nbn service and identify what alternatives are available. You'll need to arrange this before we move you to the nbn network, or your alarm may not work. Adaptive Broadband plans do not include a voice service or support Priority Assistance. If you need a phone line, you'll need to choose another plan.

Fixed Wireless.

For more information about Fixed Wireless plans and speeds, see: telstra.com.au/internet/nbn/nbn-speeds-explained nbn® services not available to all areas or premises. nbn®.

nbn® services not available to all areas or premises. nbn®, nbn co and other nbn® logos and brands are trade marks of nbn co limited and used under licence.

