







# Key Facts Sheet: nbn™ Services (Fixed Wireless)

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

Telstra Home Broadband Plan speed options		
<p><b>Basic Evening Speed – nbn12</b></p>  <p>2–5 Mbps download<sup>1</sup> Included with the Starter Home Broadband plan</p>	<p><b>Standard Evening Speed – nbn25</b></p>  <p>2–10 Mbps download<sup>1</sup> Included with the Essential Home Broadband plan</p>	<p><b>Standard Plus Evening Speed – nbn50</b></p>  <p>2–20 Mbps download<sup>1</sup> Included with Unlimited Home Broadband plans</p>

What can you do at these speeds?		
 <p>1–2 people</p>	 <p>1–3 people</p>	 <p>1–5 people</p>
online at the same time on multiple devices		
<ul style="list-style-type: none"> <li>✓ Emails and browsing</li> <li>✓ Social media</li> <li>✓ SD video streaming on 1 device</li> <li>✓ Online gaming</li> <li>✗ Download and upload large files</li> </ul>	<ul style="list-style-type: none"> <li>✓ Emails and browsing</li> <li>✓ Social media</li> <li>✓ HD video streaming</li> <li>✓ Online gaming</li> <li>✓ Download and upload large files</li> </ul>	<ul style="list-style-type: none"> <li>✓ Emails and browsing</li> <li>✓ Social media</li> <li>✓ HD video streaming</li> <li>✓ Online gaming</li> <li>✓ Download and upload large files</li> </ul>

<sup>1</sup>Typical busy period download speeds (7pm–11pm).

Fixed Wireless speeds are variable and cannot be determined until your service is activated.

Fixed Wireless speeds may be significantly impacted by congestion.

## Common factors impacting performance outside the home

Your actual user speeds will vary throughout the day due to quite a number of factors, including the signal strength or obstruction of the antenna's line of sight to the tower, weather conditions like extreme heat and heavy rain, as well as tower and network capacity.

## Some factors impacting performance in the home

Broadband speeds may vary 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-home wiring
- network capacity and network traffic
- the nbn technology type at your home, and
- where your modem is located.

Setting up your home modem in a central spot away from your electric appliances can help.

Wi-Fi Boosters can also help.

## nbn service and power outages

Your nbn service won't work during a power outage. This means that 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.

You can opt to not move your home phone service to the nbn, and if you have a corded telephone, it will continue to work in a power outage.

## Medical/security alarms

If you have a Back to Base Security Alarm or Medi-Alert connected to your home phone service, it's important you contact your medical or security provider to check if they're compatible with the 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.

Remember to register with [nbn co's Medical Alarm Register](#).

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**For more information visit [telstra.com/nbn-speeds](https://telstra.com/nbn-speeds) If you would like this brochure in an alternative/accessible format, please call 13 2200.**

