

Key facts sheet: nbn[®] services

We want to make switching to the **nbn** network quick and simple. That's how the internet is supposed to be after all. So let's get started.



AGL nbn plan speed options (Higher Fixed Wireless services)

	 Fixed Wireless Fast	 Fixed Wireless Superfast
Speed tier (maximum possible off-peak speed, download/upload)	250/20 Mbps	400/40 Mbps
Typical busy period download/upload speeds (7pm-11pm)	160/10 Mbps	210/12 Mbps
Recommended Usage	 ✓ 1-2 people online at the same time ✓ Browsing the web and social media ✓ Sending emails ✓ Streaming music ✓ Standard-definition (SD) video streaming	 ✓ 1-5 people online at the same time ✓ Browsing the web and social media ✓ Downloading and uploading large files ✓ Streaming music ✓ Standard-definition (SD) video streaming

Common factors impacting performance

For Fixed Wireless **nbn** plans, speeds in general are variable in nature and are not guaranteed. Actual speeds may vary throughout the day, and may be significantly impacted by how far the transmission tower is located from your premises, the antenna's line of sight to the tower, weather conditions and cell congestion (particularly during the busy hours), and your in-premises setup.

There's a quick fix for speed or performance issues

Things that affect the speed or performance of your **nbn** service at your home include your modem quality, the distance from the modem to the devices as well as the number of devices connected. For better speed or performance, move your modem away from electrical appliances or to a central location. If that doesn't do the trick, get in touch with us. To work out what modem is suitable for your connection type see [here](#) for information.

In the event of a power outage

Your **nbn** service won't work during power failures, and does not have a battery backup unit option.

Make sure your medical or security alarm is compatible

If you have a medical or security alarm service, it's really important you **check its compatibility** with an **nbn** service before signing up. Chat to your medical or security alarm service provider to find out.