Key Facts Sheet: nbn® Services (Fixed Wireless).

Important information about the nbn network speed options available with Airtel Australia.

	Fixed Wireless Basic Evening Speed	Fixed Wireless Standard Evening Speed	Fixed Wireless Plus Speed	Fixed Wireless Premium Speed	Fixed Wireless Ultimate Speed
Average Busy Period Speed (7pm-11pm)	11Mbps Download	23Mbps Download	140Mbps Download	183Mbps* Download	298Mbps* Download
	*The average speed information is an estimate only until we can confirm the speeds through testing and is subject to change. Speeds experienced may be slower and can vary due to a number of factors including your nbn hardware and will change over time.				
Available on:	**Starter** Upfront Internet plan	**Basic** Internet Only plan Upfront Internet plan	**Plus** Internet Only plan Upfront Internet plan	**Premium** Internet Only plan Upfront Internet plan	**Ultimate** Internet Only plan Upfront Internet plan
# of people online at the same time on multiple devices	1–2 people	1–3 people	1–5 people	2–5 people	3–6 people
Emails and Browsing	✓	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓	✓
HD Video Streaming	✓	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓	✓
Download and Upload Large Files	✗	✓	✓	✓	✓
Voice Calls	✓	Voice calls are only included with Upfront Internet plans. Internet Only plans do not have voice capability.			

Average busy period speed.

'Average 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 (7-11pm).

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-premises 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.

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

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 home phone 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. Internet Only plans do not include a home phone service or support Priority Assistance. If you need a phone line choose another plan type.

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For more information visit **airtel.net.au/nbn-speeds**
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