

KEY FACTS SHEET: NBN™ SERVICES

Fixed Wireless (FW)

Speed Tier	Suitable for
Fixed Wireless Plus	<ul style="list-style-type: none">• Businesses with between 5 to 10 users• Browsing the web• Streaming videos• Essential if you have 5 VoIP lines in your office

Fixed Wireless Plus refers to the nbn's wholesale speed tier provided to us by NBN Co Ltd. It has a theoretical maximum attainable speed of 75Mbps outside of peak hours. It's unlikely that you will experience the actual speed, your experience may be slower than the theoretical maximum due to factors such as the signal strength or obstruction to line of sight, weather conditions like extreme heat and heavy rain or the capacity and the demand on the nbn Fixed Wireless tower and network. Commander relies on NBN Co to provide information on congestion on Fixed Wireless services.

FACTORS THAT MAY IMPACT PERFORMANCE

Your Internet experience can be affected by many factors:

- Your equipment and where you set up your modem/router can also impact performance. A central spot and away from your electric appliances can help, Wi-Fi extenders can also further benefit
- The condition of your internal wiring
- The network itself (congestion/length of copper used)
- Connecting via an ethernet cable is more reliable than the Wi-Fi network
- Wi-Fi interference, certain electrical equipment may cause this
- The number of devices online at the same time
- The signal strength or obstruction to line of sight
- Weather conditions like extreme heat and heavy rain

POWER OUTAGE

In the event of a power outage, your service/s will not work unless you are on FTTP with an nbn™ battery back-up installed and maintained. This means you are unable to make or receive calls. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services.

MEDICAL/SECURITY ALARMS

It's vital that prior to entering into a contract you talk to your device provider for advice, and to find out if your device or service will work on the nbn™ access network, or what alternatives may be available. If you have a Medical/Security Alarm, you will have to register with nbn Co. Click [here](#) or call them on 1800 227 300.