

Key Facts Sheet: nbn[®] Fixed Wireless Services

nbn Speed Tier		FW+
nbn Speed (Mbps)		75/10 ¹
Typical Busy Speed (9am-5pm Mon-Fri)	Download	30Mbps ²
	Upload	4Mbps ²
Connection Technology		Fixed Wireless
Simultaneous users		Up to 5
Emails and browsing		✓
Voice calls		✓
Video conferencing		✓
SD video streaming		✓
HD video streaming		✗
Download/upload large files		✓
Cloud-based Applications		✓
Remote Working and VPN		✗

¹This is the maximum line speed possible outside of peak hours, it is unlikely that you will experience these speeds. Not all speeds available in all areas

² Typical busy period measured between 9am-5pm, Monday to Friday. Typical busy download and uploads speeds as measured for Fixed Wireless Services. Fixed Wireless speed are slower than fixed connections, may be impacted by cell congestion, and can only be determined after activation. Fixed Wireless Plus offers a theoretical maximum speed of 75/10. See [About nbn[®] Speeds](#) for more info The actual speeds that you experience may be slower than the theoretical maximum for your technology type and speed tier 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
- nbn Fair Use Policy being applied. For more information see the nbn website [here](#).

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.

FIXED LINE CONNECTIONS

For more information about Fixed Line speeds, see: [Key Fact Sheet: nbn Services \(Fixed Line\)](#).