

# Key Facts Sheet: nbn<sup>®</sup> Fixed Wireless Services

nbn speed tier		Fixed Wireless Plus
nbn speed (Mbps)		Up to 100/20 <sup>1</sup>
Typical busy speed (9 am-5 pm Mon-Fri)	Download	58Mbps <sup>2</sup>
	Upload	7Mbps <sup>2</sup>
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		✗

<sup>1</sup>This is the maximum line speed possible outside of peak hours; it's unlikely that you will experience these speeds. Not all speeds are available in all areas.

<sup>2</sup> Fixed Wireless speed is 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 100/20. See [nbn<sup>®</sup> speeds explained](#) 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

Many different factors can impact Internet performance. These can include:

- The nbn equipment at the premises
- The location of your modem/router: We suggest selecting a location away from other electric appliances. You can also use Wi-Fi extenders to boost connectivity
- The condition of your internal wiring
- The network itself (congestion/length of copper used)
- Connecting to the Internet via a Wi-Fi network instead of an ethernet cable
- Wi-Fi Interference caused by nearby electronic equipment
- 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 most cases, nbn services will not function during a power failure, 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

You must consult with your device provider for advice before entering a contract. This will help determine if your device or service will work on the nbn<sup>®</sup> access network or what alternatives may be available.

## FIXED LINE CONNECTIONS

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