

KEY FACTS SHEET: NBN FIXED WIRELESS SERVICES



This information applies to the following TPG NBN plans delivered on fixed wireless: NBN Fixed Wireless S Bundle, NBN Fixed Wireless M Bundle, NBN Fixed Wireless SL Bundle, NBN Fixed Wireless XXL Bundle.

Below indicates your NBN plan's speeds and online usage. Speeds are variable.

| NBN Speed Tier | NBN12 | NBN25 |
|---------------------------------------------|-------|-------|
| Speed Label | Basic | Basic |
| # of simultaneous users / devices (approx.) | 1-3 | 2-5 |
| Making phone calls (VoIP) | ✓ | ✓ |
| Email, social media & web browsing | ✓ | ✓ |
| Standard Definition (SD) streaming | ✓ | ✓ |
| High Definition (HD) streaming | ✗ | ✓* |
| UHD/4K streaming | ✗ | ✗ |

* Multiple HD videos streaming simultaneously are not recommended on this speed.

NBN12 and **NBN25** indicate the underlying speed tier that your NBN plan is on and represent the maximum possible speed that is available outside the busy periods of 7pm to 11pm.

Factors at your premises that can affect data speeds and performance

| Poor performance may be caused by... | You may be able to improve this by... |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Poor WiFi signal strength or signal interference | Connecting devices via Ethernet cable or by placing your modem in an optimal unobstructed area near where you will normally use your WiFi devices. |
| Modem, WiFi router or network cables | Using current hardware with technical specifications suitable for your NBN plan. |
| Too many simultaneous users | Managing your household usage according to the above guide. |

In the event of a power outage: NBN services will not function.

Medical and security alarm services: Before switching to NBN, please contact your alarm provider to assess whether your alarm is compatible with an NBN service and identify available alternatives if your alarm services are not compatible.