Key Facts Sheet: nbn® Service

Residential lower fixed line plans

How fast is the plan and what can it do?

nbn® Plan	Home Fast 25/10	Home Fast 50/20	Home Fast 100/40
People online at the same time on multiple devices	1-2	2-3	5-6
Typical evening download speeds (7pm-11pm)	23Mbps	47Mbps	94Mbps
Typical evening upload speeds (7pm-11pm)	9Mbps	18Mbps	36Mbps
Home VoIP phone	✓	✓	✓
Emails & web browsing	✓	✓	✓
Streaming HD video	✓	✓	✓
Streaming UHD video	✓	✓	✓
Online gaming	✓	✓	✓
Download & upload files	✓	✓	✓
Download & upload large files	x	x	✓

Important things to know.

Typical evening speed measures network speed to customer premises. It is not a measure of customers' received in premises speed and based on results from Measuring Broadband Australia Report April 2026. Tier speeds are the maximum possible download speeds available during off-peak periods.

Technical limitations.

- nbn® service will not work during power failures. This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This also means you will not be able to make calls on a VoIP phone during a power outage, including calls to emergency services.
- Your speed or performance may be reduced by a range of other factors such as a poor-quality router, Wi-Fi interference from electrical goods or neighbours, the type and source of the content being downloaded, how your device is connecting to the internet (when using Wi-Fi, you may experience slower speeds than what can be achieved by connecting your device(s) with a network cable), or old house wiring. We can work with you to help you find what may be causing these problems and suggest ways to fix them (like where to place your modem/router to get the best performance).

Medical alarms/security

Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an nbn® service. You can do this by contacting the provider of your medical or security alarm service, who can also advise on options.

What happens if I can't get this speed at my house? (FTTN, FTTB, FTTC)

Your fibre service can never go faster than the maximum line speed available at your home.

If you're connected to the nbn® via Fibre to the Node, Fibre to the Basement or Fibre to the Curb, we test what speed your nbn® line is capable of once you're connected. We match this speed against the speed you have ordered. If your line can't deliver the speed plan you've ordered, you can exit your plan at no cost or drop to a lower speed plan at no cost.

For further information please contact us:

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