

Key Facts Sheet: NBN Services

Fibre Fast+ Unlimited Data

Data speeds

Skymesh Plan	Fibre+ Fast
nbn Wholesale Tier*	NBN 500/50 Fibre+ Fast Unlimited
Applicable Technology Type	Available on FTTP and HFC connections only
Typical busy period (7-11pm) speed**	New nbn service - insufficient performance data available. We will update speeds once sufficient data is available
Streaming	Multiple UHD/4K streams
Gaming	Multiple Users
Work / Study	Video conferencing, cloud apps, large file transfers
Household Users	5+ heavy users / many devices

* nbn tier figures represent the maximum possible speeds available during off-peak periods. Actual speeds vary due to congestion, local conditions, equipment and Wi-Fi interference

Local factors which may affect speed

Actual speeds may vary due to several factors, including –

- the website you're visiting and their servers;
- Wi-Fi being less reliable than an Ethernet cable;
- the speed tier you are on;
- in-premises wiring;
- network capacity and network traffic;
- the nbn technology type at your premises;
- where the modem is located within your premises; and
- the equipment and applications being used.

Power outages

nbn services will not function during power outages. During a power outage, nbn services will be unavailable, including access to make or receive phone calls through your modem, such as calls to Emergency '000' services. We recommend you maintain an alternative connection, such as keeping a mobile phone charged and nearby at all times, or provide your own backup power.

Device compatibility

If your premises uses critical safety devices—such as medical, fire or back-to-base alarms, lift phones, or fire indicator panels—it is advised to connect to a secondary communications technology like a mobile network. Contact the provider of your critical safety device for further information. (Note: nbn co closed its Medical Alarm register on 30 June 2023. For further details, please check nbn co's website at nbnco.com.au).

For Fibre to the Premises (FTTP) connections, battery backup services may be available (on request and as an additional service) for customers with Priority Assistance, a medical or back-to-base alarm, lift phone, or voice-only service. However, battery backup may not replace the need for additional communication technologies for supporting critical safety devices.