QUOKKA NET
GET WEB HAPPY

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nbn® Key Facts Sheet

Plan	Typical evening download speed*	People online at the same time	Basic tasks[1]	Intensive tasks[2]
nbn Fixed Wireless 25	10 Mbps	1–2	✔	✘
nbn 25 (FTTN, FTTC & FTTB)	20 Mbps	1–2	✔	✘
nbn 25 (FTTP & HFC)	25 Mbps	1–2	✔	✘
nbn Fixed Wireless 100	40 Mbps	2–4	✔	✔
nbn Home Fast (FTTN, FTTC & FTTB)	80 Mbps	2–4	✔	✔
nbn Fixed Wireless 250	90 Mbps	4–6	✔	✔
nbn Superfast Wireless 400	120 Mbps	4–6	✔	✔
nbn Home Fast (FTTP & HFC)	500 Mbps	10+	✔	✔
nbn Home Superfast	750 Mbps	10+	✔	✔
nbn Home Ultrafast	800 Mbps	10+	✔	✔
Hyperfast (FTTP) / Hyperfast (HFC)	1600 Mbps	10+	✔	✔

[1] Basic tasks: VoIP calls, email and browsing, SD video streaming.
[2] Intensive tasks: basic tasks plus HD and 4K video streaming, online gaming, and downloading and uploading large files.
People online is a guide to how many people can use the connection at once for these tasks.

Important things to know

* Typical evening speed is the download speed you can expect between 7pm and 11pm. It measures network speed to your premises, not the speed you'll get on devices in your home.

Technical limitations

nbn™ services will not work during a power failure unless connected using FTTP and a battery backup power supply unit is installed and working. Your speed or performance may be reduced by other factors such as your in-home setup and wiring.

Talk to us about what you can do to improve performance. For example, raising your router off the ground and away from appliances such as a fridge may improve your speed.

Medical alarms and security

Before entering into a consumer contract, you should find out if any medical or security alarm services you want to use are compatible with an nbn™ service. If they are not, you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm service.

What happens if I can't get this speed at my house?

Your service can never go faster than the maximum line speed available at your premises. If you're connected via Fibre to the Node, Fibre to the Basement or Fibre to the Curb, we test the speed your line is capable of once you're connected. If it can't deliver the speed of the plan you ordered, you can exit your plan or move to a lower speed plan at no cost.

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