

Key Facts Sheet

Voipex nbn® Fixed Wireless Plans



This is essential information to help you choose the right nbn® plan for you.

Speed Options

	Standard	Home Fast
nbn® Speed Tier	Fixed Wireless Plus	Fixed Wireless Fast
Maximum Plan Speed Download/Upload	100 Mbps 20 Mbps	200 Mbps 20 Mbps
Typical Evening Speed Download/Upload	65 Mbps 9 Mbps	150 Mbps 10 Mbps
Service Speed Suitability		
Simultaneous Users	2+	4+
Email and Browsing	✓	✓
Social Media	✓	✓
Music Streaming	✓	✓
VoIP Phone Calls	✓	✓
Video Calls	✓	✓
HD Streaming	✓	✓
4K Streaming	✓	✓
Online Gaming	✓	✓
Work From Home	✓	✓
Large Downloads		✓

Factors that may affect your speed

The quality of your modem, in house wiring, the distance between your Wi-Fi modem and your devices, or interference from other Wi-Fi devices. External factors such as network capacity and network traffic, as well as the capacity and capability of the website/content you're accessing will also affect speed.

Fixed Wireless performance

Fixed Wireless speeds can change and may be affected by network congestion. You'll only know your actual speed after the service is connected. Speeds can also be slower due to things like interference, weather, weak signal, obstacles between your antenna and the tower, network capacity, trees, terrain, buildings, and the frequency used.

nbn® services during power outages

Your nbn® service requires electricity to function. If your electricity goes out your nbn® service will stop working.

Medical and security alarms

If you have a medical or security alarm, check to see if they will work with an nbn connection before entering a contract with us for an nbn® service. If your medical or security alarm is not compatible, see if there are any alternatives available by contacting your alarm supplier.

More information

If you have any queries please contact us via voipex.com.au/contact/