

Key Facts Sheet

Voipex nbn™ Personal and Professional Plans



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

Speed Options	Home Basic II ¹	Home Fast ¹	Home Fast ²	Home Ultrafast ²
Typical Evening Speeds	25 Mbps down 5 Mbps up	100 Mbps down 17 Mbps up	400 Mbps down 40 Mbps up	780 Mbps down 80 Mbps up
Maximum Peak Speeds*	25 Mbps down 5 Mbps up	100 Mbps down 20 Mbps up	500 Mbps down 50 Mbps up	1000 Mbps down 100 Mbps up
Suggested Household Size	1-2 people	4+ people	6+ people	6+ people
Video Streaming	SD Streaming	4K Streaming	Multiple 4K Streams	Multiple 4K Streams
Online Gaming	Basic Games	Multiple Players	Multiple Players	Multiple Players
Emails, Browsing and Social Media	Yes	Yes	Yes	Yes
Work From Home	Yes	Yes	Yes	Yes
Video Conferencing	Not Suitable	Yes	Yes	Yes

¹ These speed options are available on FTTB, FTTC, FTTN, FTTP and HFC.

² These speed options are only available on FTTP and HFC.

* The peak speeds are the maximum line speeds. It is unlikely that you will experience these speeds.

We won't be able to confirm your maximum speed until your nbn™ service is installed and active. Once active we can check that your service can support the speed you've selected. If it can't support the speed, we can move you to a lower speed or you can choose to cancel without penalty.

Important Information

Technical Limitations

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

The speeds you experience may be affected by 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.

Medical and security alarms

Not all medical or security alarms will work with an nbn™ service. Before signing a nbn™ service contract with us check with your medical or security alarm provider to make sure they will work with an nbn™ service. If your medical or security alarm is not compatible with an nbn™ service, ask your medical or security alarm provider if they provide alternatives.