



Key Facts Sheet: NBN Services

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Information About TelTel NBN Fixed Wireless Speed Options

	Fixed Wireless Standard	Fixed Wireless Plus
Typical Evening Download/Upload Speed (7PM-11PM)	23 Mbps Download 3 Mbps Upload	37 Mbps Download 4 Mbps Upload
Designed For	1-2 People	1-4 People
VoIP Calls	✓	✓
Email	✓	✓
Web Browsing	✓	✓
HD Video	☐	✓
4K Video	☐	☐
Video Conferencing	☐	✓
Downloading Large Files	☐	✓
Uploading Large Files	☐	☐

Speeds

Actual download and upload speeds may be lower for a variety of reasons including local conditions, line of sight to the tower, hardware, software, the number of concurrent users accessing the service and third-party infrastructure not monitored or maintained by TelTel.

Additional Factors Affecting Performance

Fixed wireless speeds are variable and may be slower due to reasons including tower cell congestion or tower backhaul network congestion.

These may impact your use of the service, for example buffering of video streams or slower web browsing.

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Medical and Security Alarms

If you have a back-to-base security alarm or medical alarm, contact your security or medical provider to ensure they're compatible with the nbn® service and identify any alternatives.

Power Outages

Your nbn® services will not function, and you will be unable to use your VoIP or internet service during a power outage unless your devices are connected to a backup battery.

If this happens you will not be able to make or receive calls, including to emergency services using your nbn® service and will instead need to use your mobile phone in this situation.

If you have critical safety devices such as fire, lift, back-to-base alarms or medical alerting equipment, consider adding a secondary connectivity option such as 4G/5G.