Key Facts Sheet: NBN Services

Business nbn® Fixed Wireless 100/20

Unlimited data · Standard support · Available on nbn Fixed Wireless

This Key Facts Sheet explains the speed you can expect on this plan, what it can support and what can affect it, so you can compare nbn plans. Read it with this plan's **Critical Information Summary**.

1 Speed

Speed tier (download/upload)	Typical busy period download speed	Typical busy period upload speed	Busy period (every day)
100/20 Mbps	**80** Mbps	**9** Mbps	**7pm–11pm**

The speed tier is the maximum possible speed, available in off-peak periods. The typical busy period speed is what the average customer on this plan can expect from 7pm to 11pm, measured across the network that carries your service. Your signal and equipment also affect your speed; see sections 3 and 4.

2 What this plan supports during busy periods

Common activities at the same time, each person on their own device	About how many
Email, web browsing and cloud software such as Microsoft 365 or Xero	**Up to 13 people**
HD video calls on Teams or Zoom	**Up to 2 people**
4K video streaming	**3 streams**
Calls on an internet (VoIP) phone system	**20+ calls**
Uploading a 1 GB file or backup at the typical upload speed	**About 15 minutes**

3 Fixed Wireless speeds vary

Your speed depends on the signal between your antenna and the nbn tower: distance, line of sight, trees and buildings, weather, and how many people share the tower at busy times. It can only be confirmed once you're connected. If your speed is consistently low, call us: we'll test the service and can ask nbn to check your antenna. You can move to a lower speed tier at its lower price at any time.

4 Other things that affect your service

Your premises and equipment

Older routers, Wi-Fi range and interference, internal cabling and many devices in use at once can all reduce speed. Connect important devices by cable, place the router centrally and use one that supports this tier. Still slow? Call us and we'll check the signal with nbn.

Power failures

NBN services will not work during a power failure unless the service is connected using FTTP and an nbn battery backup unit is installed and working. Keep a charged mobile phone for calls to 000.

Medical and security alarms

Before you sign up, ask your alarm provider whether your medical or security alarm will work on the nbn and, if not, what alternatives are available.

5 How this plan compares with our other Fixed Wireless speed tiers

Speed tier (Mbps)	100/20	250/20	400/40
Typical download	**80**	160	210
Typical upload	**9**	10	12

Typical busy period speeds in Mbps, 7pm–11pm. **Need help choosing?** Call 07 3173 1445 or email accounts@aandstc.com.au, Monday to Friday, 8am–5pm AEST.