

Key Facts Sheet: NBN Services — Fixed Wireless Residential

This Key Facts Sheet helps you compare Pennytel’s residential **NBN Fixed Wireless** plans and choose a speed tier that suits how you use the internet at home. It is a summary only. The full details of your chosen plan are set out in the relevant **Critical Information Summary**, and the service is supplied under Pennytel’s applicable **Customer Terms**.

1. NBN Fixed Wireless speed tiers and typical busy period speeds

The table below shows the residential NBN Fixed Wireless speed tiers Pennytel may offer and the **typical busy period download speed** for each tier. The **typical busy period** is between **7pm and 11pm**, when residential internet use is usually highest.

Speed Tier (Down/Up Mbps)	Typical Evening Download	Suggested Users	Use Cases Supported
25/5	25 Mbps	1 - 2	Email, browsing, HD video streaming, online gaming
100/20	73 Mbps	1 - 9	All of the above + UHD/4K video streaming
250/20	200 Mbps	1 - 10	All household needs, multi-user UHD/4K + cloud uploads
400/40	400 Mbps	10+	Heavy multi-user households / power users with faster upload

Important notes about the speeds shown

- The speed tier describes the plan’s speed profile.
- The typical busy period download speed is the download speed customers can typically expect between 7pm and 11pm.
- Fixed Wireless speeds can vary more than fixed-line NBN speeds because the service relies on a wireless connection between your premises and an NBN Fixed Wireless tower.
- Not every Fixed Wireless speed tier is available at every address.

2. Availability and Fixed Wireless connection requirements

NBN Fixed Wireless is available only at eligible premises within the NBN Fixed Wireless footprint and where the service can be successfully installed.

Availability may depend on:

- NBN Fixed Wireless coverage at your address;
- the ability to receive a suitable Fixed Wireless signal;
- installation feasibility at your premises; and
- the availability of the selected speed tier for that location.

An NBN-approved technician may need to attend your premises to test for a Fixed Wireless signal and install the required NBN equipment.

3. Equipment needed for NBN Fixed Wireless

A Fixed Wireless connection typically uses:

- an **NBN outdoor antenna** installed at the premises;
- an **NBN connection box** inside the premises; and
- a compatible **Wi-Fi router** to connect your devices.

The NBN outdoor antenna and NBN connection box are NBN-supplied equipment and must remain at the premises where installed.

4. What can affect your Fixed Wireless speed

The speed you actually experience may be affected by factors including:

- signal strength between your premises and the NBN Fixed Wireless tower;
- distance from the Fixed Wireless tower;
- congestion on the Fixed Wireless network;
- local radio interference;
- weather and environmental conditions;
- the position, condition and capability of Fixed Wireless equipment;
- your modem/router and in-home Wi-Fi performance;
- the number of devices using the service at the same time;
- the capability of your devices; and
- the source and destination of the content you are accessing.

Ways to improve in-home performance

You may improve the internet experience inside your home by:

- using a compatible, modern router;
- placing your router in a central location;
- using Ethernet where a device needs the most stable connection;
- reducing Wi-Fi interference; and
- checking that older or underpowered devices are not limiting performance.

5. If your service is not performing as expected

If you are concerned that your Fixed Wireless service is not performing as expected, contact PennyTel.

We will investigate the issue and explain any available options under your plan, the Customer Terms and applicable law.

6. Power outages and emergency calls

Your NBN Fixed Wireless internet service requires power to operate.

If there is a power outage, or if your NBN connection box, router or related equipment is not working, your internet service may not operate.

If you use a **phone service delivered over your NBN Fixed Wireless connection**, that phone service may also not work during a power outage, including for calls to **Triple Zero (000)**.

You should maintain an alternative way to contact emergency services, such as a charged mobile phone.

7. Medical and security alarms

Before moving to an NBN Fixed Wireless service, check whether any medical alarm, security alarm, monitored alarm, lift phone, fire indicator panel or other safety-critical device at your premises is compatible with an NBN-based service.

You should contact the provider of that device or service to confirm:

- whether it will work over NBN Fixed Wireless;
- whether it needs to be reconfigured or replaced; and
- what alternative arrangements are available if it is not compatible.

8. Keeping your phone number

If you are moving an existing phone service to a phone service delivered over NBN Fixed Wireless, ask Pennytel whether you can keep your existing phone number.

Whether a number can be retained depends on the type of number, the service being transferred and applicable number transfer arrangements.