

# Key Facts Sheet: nbn<sup>®</sup> Fixed Wireless Services

Important information about nbn<sup>®</sup> speed available with a Tangerine Fixed Wireless plan

nbn <sup>®</sup> fixed wireless plan	nbn <sup>®</sup> 25/5 speed tier
Plan Name	Fixed Wireless Plus
Theoretical maximum attainable speed <sup>^</sup>	75/10
<b>Supported Activities</b>	
No of users/devices online at the same time	1-3 people or devices
Basic uses: <ul style="list-style-type: none"> <li>• Voice calls</li> <li>• SD video streaming</li> <li>• Emails &amp; browsing</li> <li>• Social media</li> <li>• Streaming music</li> </ul>	✓
Standard uses:# <ul style="list-style-type: none"> <li>• Download/upload standard files</li> <li>• Online gaming</li> <li>• HD video streaming</li> <li>• Video conferencing</li> </ul>	✓
Down/upload large files#	✓
UHD/4K video streaming#	✓
8K video streaming	X

<sup>^</sup> Speeds attainable on nbn<sup>®</sup> fixed wireless services will vary due to factors such as nbn<sup>®</sup> cell congestion, weather, geography, line of sight to the tower, local conditions, vegetation, building obstructions, signal interference, the type and installation of antennas and the position and quality of Wi-Fi hardware. Actual speeds may be significantly impacted by congestion, particularly during typical busy periods (7-11pm).

#Individual fixed wireless services are highly variable. The maximum speed range of this nbn<sup>®</sup> fixed wireless service is suitable for standard uses, down/upload of large files and UHD/4K video streaming, however we cannot guarantee that these uses will be available on your service, or accessible at all times of the day.

## Information on Fixed Wireless speeds and your options

It is not possible for us to determine precisely the maximum attainable speed at your property that you will be able to achieve until your service is connected. After connecting, we will inform you of any known issues that may impact your fixed wireless speed and you will have the right to cancel your plan without cost within 14 days after receipt of notification.

## Factors that can impact speeds

Actual broadband speeds may be lower due to a range of factors, including the nbn<sup>®</sup> cell congestion, weather, geography, line of sight to the tower, local conditions, vegetation, building obstructions, signal interference, the type and installation of antennas and the position and quality of Wi-Fi hardware. Actual speeds may be significantly impacted by congestion, particularly during typical busy periods (7-11pm). We may be able to help you maximise your nbn<sup>®</sup> performance. Call us on 1800 211 112 for assistance.

## Technical limitations and outages

Your nbn<sup>®</sup> service will not work during a power outage. You will not be able make/receive phone calls (including emergency phone calls) using your nbn<sup>®</sup> service and will need to use a mobile phone. Any back to base alarm or medical alarm connected to nbn<sup>®</sup> will also cease to work.

## Medical and security alarms

If you have a medical or security alarm, it is important to check they are compatible with an nbn<sup>®</sup> connection before ordering an nbn<sup>®</sup> service with Tangerine. Otherwise, it may not work. If your alarm service is not compatible, you should consult with your alarm provider for an alternative way for your alarm to operate over nbn<sup>®</sup>. You can register with NBN Co's Medical Alarm Register.