

Key Facts Sheet: nbn Services

The COVID-19 Online Learning Support (FW) Plan



Data speeds

Please note that capacity on the nbn™ fixed wireless network is finite and nbn co is responsible for upgrading the network to meet current and future demands on that capacity. In areas where the company does not satisfy the current demand for capacity, data speeds may be significantly degraded. Please see nbn co's [Monthly Progress Report](#) for information about the current performance of its fixed wireless network and its capacity upgrade program.

Power outages

nbn co does not offer a battery backup service for end users on the nbn™ fixed wireless network. Therefore, during mains power disruptions, you will not be able to use your service or make emergency phone calls with it.

We strongly recommend that you always ensure you have ability to make emergency phone calls. Keeping a charged mobile phone close by may be one way of maintaining that ability.

If you have an existing landline and telephone that work during power outages, you can opt to keep them instead of migrating your voice service to the nbn™ fixed wireless network.

Local factors affecting speed

The speed of your service may be affected by a range of factors local to your premises.

Environmental: overgrown vegetation, new buildings, sun fade, rain fade and severe weather. You may be able to reduce these impacts by keeping vegetation professionally trimmed if it could potentially obstruct the wireless signal.

Hardware: the inherent performance of your computer and other network equipment such as your modem, router or access point; and the length and quality of your cabling. You may be able to reduce these impacts by using modern equipment.

Software: the configuration of your operating system, network stack, online application and network equipment such as your modem, router or access point. You may be able to reduce these impacts by updating and reconfiguring your software.

Electromagnetic interference: noise from other Wi-Fi networks, faulty power supplies or other faulty equipment may interfere with your own Wi-Fi network or nbn™ Fixed Wireless signal. You may be able to reduce these impacts by identifying and managing noisy equipment.

Overutilisation: too many active devices sharing your service can result in your devices being starved of enough bandwidth to operate properly. You may be able to reduce these impacts by reducing the number of active devices.

Device compatibility

The rollout of the nbn™ network involves new technologies. Some of your existing devices, such as medical and security alarms, may rely on legacy technologies and may not work with the technology that nbn co chose to roll out in your area.

It's important to contact each device provider to discuss your needs and find out whether your devices can be migrated to the nbn™ network and, if not, identify what alternatives may be available.

You'll need to arrange this before you migrate to the nbn™ network, otherwise your device may not work. SkyMesh does not provide support or compatibility information for specialised devices and services such as: medical alarms, autodiallers and emergency call buttons; monitored fire alarms; security monitoring systems; teletypewriter devices and EFTPOS terminals.

If you use a medical alarm, we recommend that you register it on nbn co's [website](#).