

The below information relates to NBN Fixed Wireless services. The service you receive at your premises is determined the technology the nbn provide to your address.

Internet Data Plan Information

250GB Plan Good For:	Unlimited Plan Good For:
Browsing, social media, light streaming	All online activity.

Speed Pack Information

Supersonic Speed
<p align="center">NBN 50 speed</p> <p>This speed is good for heavy downloads/uploads and streaming in HD. Great for multiple users online at the same time.</p> <p align="center">Typically, good for use by 3 to 4 people</p>

This service respectively use nbn speed tiers 50/20Mbps (Supersonic) which is the theoretical maximum speed that will not be achieved in operation. Speeds achieved at each premises will vary and be dependent on a number of factors including line quality, equipment in use, source of the download, number of users using the network and many more.

Congested NBN Fixed Wireless Towers

Some NBN Fixed Wireless towers have been identified by NBN as congested (over capacity) and the speeds delivered in peak periods (6pm – 10pm) are below what is advertised by Activ8me. Speeds available to your address can only be determined once your service is activated. The Activ8me Sales Team will be able to advise if an address is affected by NBN infrastructure congestion. They can be contacted on 13 22 88.

Usage Information

A record of your account usage can be viewed by logging into the ‘My Account’ section of the Activ8me website at www.activ8me.net.au. Usage information can take up to 24 hours to update.

Once your monthly internet data limit is reached, your connection speed will slow to a maximum of 256kbps/256kbps for the remainder of your billing month.

Factors affecting speed

Speeds listed are typical evening speeds across our network. Speeds to individual premises may vary and can be affected by the volume of traffic on the general internet, the number of users online at your house, your equipment, software, and the source of your download.

Medical and security alarms

Activ8me do not support medical alarms or security alarms. If you require these devices at your address, we recommend using a provider that supports them such as Telstra.