

Key Facts Sheet: NBN Services

National Broadband Network Fixed Wireless



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

15GB, 45GB, Peak Plan Good For:	250GB Plan Good For:	500GB Plan Good For:	Unlimited Plan Good For:
Browsing, banking, social media.	Browsing, social media, light streaming	Heavy streamers, online gaming, education, home office	All online activity.

Speed Pack Information

Standard Speed	Sonic Speed	Supersonic Speed
<p>NBN 12 speed (Maximum network speed is up to 12/1Mbps)</p> <p>The basic NBN speed. This speed is good for browsing, email & social media.</p> <p>Typically, good for use by 1 to 2 people</p>	<p>NBN 25 speed (Maximum network speed is up to 25/5Mbps)</p> <p>This speed is good for browsing, social media and streaming video.</p> <p>Typically, good for use by 2 to 3 people</p>	<p>NBN 50 speed (Maximum network speed is up to 50/20Mbps)</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>Typically, good for use by 3 to 4 people</p>

All speeds are theoretical maximum network speeds, speeds delivered on the nbn network. 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. Your nbn connection on an Activ8me service will not achieve these theoretical maximum speeds.

Standard speed has the capability of streaming video services such as Netflix and ABC iView, however the speed available will only be able to support one stream and minimal other activity. Online gaming at this speed tier is not recommended.

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.