

Key Fact Sheet: nbn®

First Responder Broadband – Fixed Wireless

Important information about the First Responder Broadband Fixed Wireless Service (**Service**)

nbn® Plan	100/20 FW	250/20 FW	400/40 FW
Typical Evening Download Speed (7pm – 11pm)	This service can perform to a maximum of 100Mbps download . Fixed wireless speeds are variable and can be impacted by congestion	This service can perform to a maximum of 250Mbps download . Fixed wireless speeds are variable and can be impacted by congestion	This service can perform to a maximum of 400Mbps download . Fixed wireless speeds are variable and can be impacted by congestion
Typical Evening Upload Speed (7pm – 11pm)	This service can perform to a maximum of 20Mbps upload . Fixed wireless speeds are variable and can be impacted by congestion	This service can perform to a maximum of 20Mbps upload . Fixed wireless speeds are variable and can be impacted by congestion	This service can perform to a maximum of 40Mbps upload . Fixed wireless speeds are variable and can be impacted by congestion
No. of users at the same time (approx.)	1-2	2-3	2-3
Email / Social Media / Browsing	✓	✓	✓
Standard Streaming	✓	✓	✓
High-Definition Streaming (1080p)	✓	✓	✓
Ultra-High-Definition Streaming (4K)	✓	✓	✓
Online Gaming	✓	✓	✓
Download and Upload files	✓	✓	✓
Download and Upload large files	✗	✗	✓
Video Conferencing	✓	✓	✓

IMPORTANT: Tier speeds (nbn plan speed) are the maximum possible download speeds available during off-peak periods. Typical evening speed measures network speed to customer premises, it is not a measure of customers' received in premises speed and are based data obtained from our suppliers on 12 March 2026.

Typical evening or busy period speeds: The "typical evening" or "busy period" speed is measured based on the network speed to a customer's premises, and is not a measure of speeds received by customers within their premises. This is not a guaranteed speed, and not every customer will receive the speeds advertised above. You will typically experience slower speeds than the maximum connection speeds available in the Plan which you have selected. You should refer to the typical speeds for a more accurate estimate of your experience.

Factors affecting Service speeds: The speed and performance of the Service depends on the Plan you select, and on a variety of other factors, such as the server which you connect to, the equipment you use, in-premises wiring, network capacity and network traffic, the nbn® technology type at your premises, environmental conditions, built obstructions, radio frequency used, the signal strength or obstruction of the antenna's line of sight to the tower. Wi-Fi is less reliable than an Ethernet cable. We recommend setting up your modem in an elevated and central location in your premises, away from other electrical appliances or obstructions.

Power outages: Your Service will not work during a power outage. This means that you will not be able to use your broadband services if there is a power outage.

Medical and security alarms: If you have any medical and security alarms, you should contact your device provider to find out if your alarm or other devices will work with an nbn® service, and identify the available alternatives if they are not. Due to the limitations during a power outage, the Service is not suitable for you if you have a serious or life-threatening medical condition that requires continuous use of the Service.

nbn® Broadband: For more information about nbn® Broadband plans and speeds instead, please see our First Responder Broadband Critical Information Summary – Fixed Wireless

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