



New Wholesale Fixed Wireless Speed Tier

On the 28 June NBN Co launched a new wholesale speed tier on our Fixed Wireless network which is intended to better reflect the capabilities of the network and better align with user behaviour.

Instead of providing a capped wholesale speed tier, the new product aims to deliver the best potential wholesale speed the network is capable of delivering to a specific premises at the time of use.

The new wholesale product is designed to achieve at least equivalent, and potentially higher, download speeds to the existing wholesale Fixed Wireless 25-50/5-20 Mbps speed tier product, which is being withdrawn (all factors influencing speed being equal).*

NBN Co is required to make a configuration change to its network to reduce interference with other carriers. Specifically, in order to comply with changes to NBN Co's spectrum and apparatus licences, **nbn** must withdraw the existing Fixed Wireless legacy and bundled 25-50/5-20 Mbps speed tier product by December 17 2019.

The new wholesale Fixed Wireless speed tier is being offered as a potential alternative to the existing Fixed Wireless 25-50/5-20 Mbps speed tier product, along with our existing 12/1 and 25/5 speed tiers.

What does this mean for existing Fixed Wireless users?

On the 17th December 2019, the wholesale 25-50/5-20 bandwidth profile will be withdrawn to accommodate the configuration changes. Any 25-50/5-20 services which remain active on the network at the withdrawal date will be disconnected. We are working closely with retail service providers to migrate these services to alternative speed tiers between now and the 16th December.

If you are currently on a retail plan based on the 25-50/5-20 bandwidth profile (nbn50), or you're not sure what speed tier your current plan is based on, contact your retail provider to find out more and see if you need to make a switch.

Many factors can impact the experience that people have on the Fixed Wireless network*, and we recommend talking to your retail provider about the likely experience on available plans in order to find the best option for your needs.

Kylie Lindsay

nbn local Regional Stakeholder Manager

** A user's experience, including the speeds actually achieved over the nbn™ Fixed Wireless network, depends on a number of factors including whether they are using the internet during the busy period (typically 7pm to 11pm), their equipment and software quality, chosen broadband plan, signal reception (which can be affected by the distance of the end user from the transmission tower and environmental factors), or how their provider designs its network. Speeds may also be impacted by the number of concurrent users on the Fixed Wireless network, particularly during busy periods.*