

## CMOBILE FIXED WIRELESS PLUS

### Data Speed Information

Typical download evening speeds between 7pm and 11pm	Maximum off-peak speed
Download speed 2-55Mbps^	75Mbps

^Typical Download Busy Evening Speed between 7pm and 11pm. Around 50% of customers achieve download speeds greater than 25Mbps and 4Mbps upload. Speeds experienced may be lower and vary throughout the day due to factors set out below. If you are unhappy with your speed, contact our Customer Support team on 1300 545 000 or email us at [support@cmobile.com.au](mailto:support@cmobile.com.au) and we will assist you.

### Online Usage

This plan is suitable for the following type of use:

Cmobile Fixed Wireless Plus	
Number of people using the service at the same time	1 – 5 people
Email and internet browsing	Yes
Online banking	Yes
Online gaming	Yes
Video and music streaming	Yes
Voice over internet phone	Yes

### Common factors impacting performance

Fixed Wireless speeds are variable and can be impacted by various factors including signal strength or obstruction of the antenna's line of sight to the tower, weather conditions, vegetation or building obstructions, geography, tower and network capacity, signal interference, type of antenna and Wi-Fi equipment used. Actual speeds may be significantly impacted by congestion, particularly during the busy hours of 7pm to 11pm.

### Medical device or security alarm

We advise you to contact the provider of your device to confirm its compatibility with this nbn service. If it is not compatible, we advise you to contact your device provider for alternative options.

### Nbn service and power outages

Your nbn service won't work during a power outage. This means that you won't be able to make phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation. If your premise has critical safety devices such as medical, fire or back to base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary network such as a mobile network. Contact your critical safety device provider for more details.

### Local factors affecting speed

**Environmental:** overgrown vegetation, new buildings, geography and severe weather. You can mitigate these effects by trimming or removing any vegetation obstructing line of sight to the tower.

**Hardware:** the performance of your computer and network equipment. This may include but is not limited to; the age and quality of your Wi-Fi router and the hardware that you use. Wi-Fi connections can reduce the performance of your service compared to a wired ethernet connection. We recommend trying to place your Wi-Fi router as centrally as possible, elevated from the ground and clear of obstructions, outside of closed spaces or closets.

**Electromagnetic interference:** Noise from faulty power supplies or malfunctioning equipment can interfere with your Wi-Fi network or fixed wireless signal. Your Wi-Fi signal can also be interrupted if your router is placed too close to other devices such as microwaves, security cameras, cordless telephones or other Wi-Fi networks. You can mitigate this risk by identifying and managing any faulty equipment and placing your Wi-Fi router in a central location, away from other devices.

**Software:** The configuration of your operating system, network stack, online applications and network equipment. Regularly updating and reconfiguring your software can enhance performance.

**Overutilisation:** Having too many active devices sharing your service can result in insufficient bandwidth for optimal operation. Reducing the number of active devices connected can alleviate this issue.

**Weather:** Severe weather events, including heavy rain, may affect your nbn fixed wireless service. This may include heavy rain or storms.