

CMOBILE NBN INTERNET PLANS

Online Usage and Data Speed Information

Important information about the nbn network speed options available with Cmobile:

nbn® Plan	NBN 25/10	NBN 50/20	NBN 100/20	NBN 250/25
Number of people using the service at the same time on multiple devices	1 – 2 people	2 – 3 people	5 – 6 people	7+ people
^Typical evening download speeds (7pm to 11pm)	22Mbps	48Mbps	95Mbps	230Mbps
^Typical evening upload speeds (7pm to 11pm)	8.5Mbps	17Mbps	17Mbps	21Mbps
Home VoIP phone	Yes	Yes	Yes	Yes
Email and internet browsing	Yes	Yes	Yes	Yes
Streaming HD Video	Yes	Yes	Yes	Yes
Streaming UHD Online	No	Yes	Yes	Yes
Gaming Online	Yes	Yes	Yes	Yes
Download and Upload files	Yes	Yes	Yes	Yes
Download and Upload large files	No	Yes	Yes	Yes

^Typical Evening Speeds are based on the speed test results of existing customers between 7pm and 11pm and are subject to change. Actual speeds may be lower due to many factors including your network configuration, the location and type of content you are accessing, the number of users simultaneously accessing the network, and the performance of third-party infrastructure that Cmobile does not monitor or maintain. We will inform FTTB, FTTN and FTTC customers of their actual available speed once connected, and you will have the option to change to a different speed plan without penalty. NBN 250/25 plan is only available at FTTP and some HFC locations. Wi-Fi connected devices may have slower speeds than Ethernet connected devices. nbn plan name speed tier is the maximum possible download speed available during off-peak periods.

Common factors impacting performance

There are a number of factors that can impact the actual speed delivered by your nbn service such as the nbn speed tier you have purchased, the location and quality of your Wi-Fi modem, how far away your device is from the Wi-Fi modem, the age and wiring in your premises, interference from electrical equipment to your Wi-Fi signal, the capacity of the network and how much traffic it is carrying, the type of nbn technology connected at your address and the speed of the website you are browsing.

Not all FTTN, FTTB, HFC or FTTC technology types support all speed tiers. Cmobile cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line does not support your plan speed tier, we will inform you and offer to move you to a lower speed tier.

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.