

Key Facts Sheet: nbn services

What you need to know before connecting an nbn service with RedSpeed. Required under the Telecommunications (NBN Consumer Information) Industry Standard 2018. This sheet covers our nbn services generally; the plan you choose has its own Critical Information Summary with its price and inclusions.

Our nbn plans and speeds

Plan	Maximum download	Maximum upload	Typical busy period (7pm–11pm)	Available on	Monthly
Start	25 Mbps	10 Mbps	24 Mbps*	Available on most nbn technologies	\$69/mth
Everyday	50 Mbps	20 Mbps	49 Mbps*	Available on most nbn technologies	\$95/mth
Fast	500 Mbps	50 Mbps	497 Mbps*	Not available on every nbn technology. We confirm this at your address	\$99/mth
Ultra	1000 Mbps	100 Mbps	994 Mbps*	Not available on every nbn technology. We confirm this at your address	\$129/mth
Home 100	100 Mbps	40 Mbps	99 Mbps*	Most nbn technologies, including FTTN, FTTC and FTTB	\$105/mth
Home 250	250 Mbps	100 Mbps	248 Mbps*	FTTP and HFC addresses	\$109/mth
Home 750	750 Mbps	50 Mbps	745 Mbps*	FTTP and HFC addresses	\$109/mth
Home 500+	500 Mbps	200 Mbps	497 Mbps*	FTTP addresses only	\$129/mth
Home 1000+	1000 Mbps	400 Mbps	994 Mbps*	FTTP addresses only	\$159/mth
Home 2000	2000 Mbps	200 Mbps	1988 Mbps*	FTTP addresses only	\$179/mth

Maximum speeds are the highest the plan's tier can carry on a line capable of reaching it. Actual speeds vary, see below. Prices are the standard monthly charge; promotional pricing, if any, is set out in the plan's Critical Information Summary. Catalogue version 2026-10-21.

*** About the typical busy period column.** Typical busy period speed is what you can expect between 7pm-11pm, when the network is busiest. RedSpeed has not yet connected enough nbn customers to measure our own, so the figures above are calculated from the ACCC Measuring Broadband Australia, release 57/26 (17 June 2026), which measured nbn fixed-line services delivering 99.4% of plan download speed during that window. That is an industry-wide average across fixed-line services, not a RedSpeed measurement and not a per-tier one, and we have rounded every figure down rather than up. We will replace them with our own measured results for each plan as soon as we have enough customers to

measure honestly. On the highest tiers your real-world speed is usually set by your modem, your Wi-Fi and the device you are using rather than by the nbn connection.

Source: ACCC Measuring Broadband Australia, release 57/26, 17 June 2026.

<https://www.accc.gov.au/consumers/telecommunications-and-internet/broadband-performance-data>

The nbn technology at your address decides what you can buy

nbn is delivered over several different technologies, and which one serves your address is set by nbn, not by us. Fibre to the premises can carry every tier we sell. The copper-based technologies, being fibre to the node, fibre to the building and fibre to the curb, cannot reach the highest tiers, and at some addresses cannot reach the middle ones either. We check your address before we take an order, and we will not sell you a tier your address cannot carry.

What affects the speed you actually get

The speed tier on your plan is the maximum the connection can carry. The speed you see at a given moment is shaped by a number of things, most of which sit inside your home rather than on the nbn network:

- The nbn technology at your address. Fibre to the premises carries the highest tiers; copper-based technologies may not reach them at all.
- How far your device is from your modem, and what is between them. Walls, floors and metal surfaces all reduce Wi-Fi speed.
- Whether you are on Wi-Fi or plugged in. A cable is almost always faster and steadier.
- How many devices are using the connection at once, and what they are doing.
- The age and quality of your modem, and of any in-home wiring on copper technologies.
- Interference from neighbouring Wi-Fi networks and other household electronics.
- Congestion on the wider internet, and the capacity of the website or service you are using. A slow website is slow for everyone.
- Peak usage across the network between 7pm and 11pm.

If your line cannot reach the speed you bought

On the copper-based nbn technologies, being fibre to the node, fibre to the building and fibre to the curb, the physical line into your address sets a ceiling that is not known until the service is connected and tested. Some addresses cannot reach the higher tiers.

If that turns out to be your address, we will tell you. We will contact you after your service is activated and tested, explain the maximum speed your line can actually carry, and offer you a choice: move to a lower speed tier at that tier's price, or leave without paying a cancellation fee. You will not be charged for a speed your line cannot deliver.

None of our plans has a fixed term, so leaving costs nothing in any case.

Your nbn service will not work in a power failure

This surprises people, and it matters more than almost anything else on this sheet. An nbn connection depends on powered equipment in your home. When the power goes out, your internet and any phone service running over it stop working, including calls to 000.

The one exception is fibre to the premises, where nbn can install a battery backup unit that keeps a connected landline handset working for a limited time. It does not keep your internet running. Battery backup

is not available on the other nbn technologies.

If you need to be able to call for help during a blackout, keep a charged mobile phone. We recommend this to every customer regardless of which technology you are on.

Medical alarms, security alarms and other special equipment

Equipment that was designed for the old copper phone network may not work over nbn, and in some cases will fail silently: it looks connected and is not. This applies to:

- Medical alarms and personal emergency response devices
- Monitored security and fire alarms
- Lift emergency phones and EFTPOS terminals
- Fax machines, back-to-base autodialers and some older cordless phones

What to do before you switch, if you rely on one of those

Contact the provider or manufacturer of the device and ask whether it is compatible with nbn, and what they require. Do this before your service is switched over, not after.

nbn maintains a device compatibility register and a medical alarm register at nbnco.com.au. Registering a medical alarm helps make sure it is considered during your connection. Tell us as well, and we will take it into account when we schedule your switch.

If you have any doubt at all about a medical alarm, keep the device on its existing service until its provider confirms it works on nbn.

Home phone and keeping your number

If you have a home phone number you want to keep, tell us before you switch. In most cases a number can move across to an nbn service, but it has to be arranged as part of the transfer, because once an old service is disconnected the number can be lost permanently.

A phone service delivered over nbn plugs into your modem rather than a wall socket, and, as above, it will not work during a power failure.

Installation, equipment and what it costs

What happens at your address depends on whether nbn equipment is already installed. Some addresses are ready to connect and need no visit; others need a technician, and at some addresses new equipment has to be installed inside and outside the building. nbn will tell us which applies once we submit your order, and we will tell you before any work is booked.

You can bring your own modem, or buy one from us. If you bring your own it must be compatible with the nbn technology at your address. We will tell you what it needs to support, and we cannot guarantee the performance of a device we did not supply.

Any installation or hardware charge that applies to your order is shown in full before you pay, and is set out in the Critical Information Summary for the plan you choose.

If something goes wrong

Talk to us first. Most problems are ours to fix and we would rather hear about them early. Our complaints process, including how long each step should take, is published on our website.

If we have not resolved your complaint to your satisfaction, you can take it to the Telecommunications Industry Ombudsman. The TIO is free for consumers and independent of us.

Where to check this for yourself

- ACCC: broadband speed claims guidance: <https://www.accc.gov.au/consumers/internet-landline-services/broadband-speeds>
- nbn: device compatibility and medical alarm register: <https://www.nbnco.com.au/learn/device-compatibility/medical-alarms>
- ACMA: information nbn telcos must give you: <https://www.acma.gov.au/information-nbn-telcos-must-give-you>
- Telecommunications Industry Ombudsman: <https://www.tio.com.au>

RedSpeed Technologies Pty Ltd ABN 59 695 633 302 · hello@redspeed.com.au · +61 412 521 711

nbn services are supplied over the the national nbn network. Telecommunications Industry Ombudsman (TIO) member. Complaints: RedSpeed first, then the Telecommunications Industry Ombudsman on **1800 062 058** or [tio.com.au/making-a-complaint](https://www.tio.com.au/making-a-complaint). It is independent of us, and free to consumers.

Key Facts Sheet version 2026-09-20 · plan catalogue 2026-10-21 · generated 2026-10-18.