



Key Facts Sheet: NBN Services

Maxo Telecommunications Pty Ltd | ABN: 92 129 852 526

Information About MaxoNBN Fixed Line Speed Options

nbn Speed Tier	12/1	25/10	50/20	100/20	100/40	250/25	250/100	1000/50
Typical Evening Download/Upload Speed	11/1 Mbps	24/8 Mbps	47/17 Mbps	97/17 Mbps	97/34 Mbps	245/21 Mbps	245/83 Mbps	598/42 Mbps
Designed For	1-2 People	1-2 People	2-3 People	5-6 People	5-6 People	7+ People	7+ People	7+ People
VoIP Calls	✓	✓	✓	✓	✓	✓	✓	✓
Email	✓	✓	✓	✓	✓	✓	✓	✓
Web Browsing	✓	✓	✓	✓	✓	✓	✓	✓
HD Video	☐	✓	✓	✓	✓	✓	✓	✓
4K Video	☐	☐	✓	✓	✓	✓	✓	✓
Video Conferencing	☐	☐	✓	✓	✓	✓	✓	✓
Downloading Large Files	☐	☐	✓	✓	✓	✓	✓	✓
Uploading Large Files	☐	☐	☐	☐	✓	✓	✓	✓

Speeds

The nbn® speed tier is the maximum possible download/upload speed (Mbps) available during off-peak periods. Actual download and upload speeds may be lower for a variety of reasons including congestion, location, local conditions, hardware, software, the number of concurrent users accessing the service and third-party infrastructure not monitored or maintained by MaxoTel. Plans with speeds above 100/40 are only available via FttP and some HFC locations.

Speed Test Results and Your Options

FttB, FttN and FttC customers can check actual speeds once connected and have the option to downgrade the plan to a lower speed or cancel your plan.

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Medical and Security Alarms

If you have a back-to-base security alarm or medical alarm, contact your security or medical provider to ensure they're compatible with the nbn® service and identify any alternatives.

Power Outages

Your nbn® services will not function, and you will be unable to use your VoIP or internet service during a power outage unless your devices are connected to a backup battery.

If this happens you will not be able to make or receive calls, including to emergency services using your nbn® service and will instead need to use your mobile phone in this situation. If you have critical safety devices such as fire, lift, back-to-base alarms or medical alerting equipment, consider adding a secondary connectivity option such as 4G/5G.