



1 November 2023

## Media release

# Upgrades to nbn Fixed Wireless network deliver improvements for thousands as nbn proposes further enhancements to speeds

Today, **nbn** announced that the delivery of the upgrades to the **nbn**<sup>®</sup> Fixed Wireless network has reached a major milestone with the first 16,000 homes and businesses across **nbn** Fixed Wireless areas now able to benefit from more speed at the busiest times.

Those first to benefit from completed Fixed Wireless upgrades are spread across areas of the South Coast of NSW and Sunshine Coast in Queensland.

These first areas are planned to be followed by dozens more over the coming months and year. By the end of 2024, more than 750,000 homes and business across Australia are intended to be able to benefit from the upgrades to the **nbn** Fixed Wireless network.

An additional 3,200 home and businesses across the South Coast of NSW and Sunshine Coast in Queensland areas that were previously only able to access **nbn** services via the **nbn**<sup>®</sup> Sky Muster<sup>®</sup> satellite service, are now able to access to the **nbn** Fixed Wireless network for the first time.

**nbn** also announced some proposed enhancements to its overall upgrade plan including changes to the two proposed higher-speed plans along with a boost to its most popular existing plan – Fixed Wireless Plus.

Under the proposal, the existing **nbn** Fixed Wireless Plus wholesale plan would increase from maximum potential information rate of up to 75/10Mbps to up to 100/20 Mbps \*\* \*\*\*. This change would apply to all Fixed Wireless Plus services across the **nbn** Fixed Wireless network footprint.

Subject to consultation, **nbn** aims to introduce the enhancements to the **nbn** Fixed Wireless Plus plan in early 2024. **nbn** Fixed Wireless Plus is currently the most popular **nbn** Fixed Wireless plan with more than 60 per cent of homes and business in the **nbn** Fixed Wireless footprint selecting this plan.

For the two additional wholesale high-speed tiers that **nbn** plans to launch, **nbn** is proposing improvements that would result in speeds close to double those originally planned.

Fixed Wireless Home Fast is planned to increase from 100-130 / 8-20Mbps to 200-250 / 8-20Mbps\*\* \*\*\*. This plan is predicted to be available to around 90 per cent of the **nbn** fixed wireless coverage area.

Fixed Wireless Superfast would increase from 200-325 / 8-20Mbps to 400 / 10-40Mbps\*\* \*\*\* , available to around 80 per cent of the **nbn** fixed wireless coverage area.

If consultation is successful, **nbn** plans to make these two enhanced speed tiers available from mid-2024.

Homes and businesses may also need to update their **nbn** devices at their premises to get the benefits of the proposed high-speed plans. **nbn** will contact those impacted directly. Not all devices will need to be replaced.

The upgrades are being enabled by a \$750 million investment program – \$480 million from the Australian Government and \$270 million from **nbn** – in the **nbn** Fixed Wireless network. It is a part of **nbn**'s commitment to delivering better broadband for homes and businesses across regional and remote Australia.

In addition to the **nbn** Fixed Wireless upgrades, **nbn** is delivering full fibre upgrades\* via **nbn** Fibre to the Premises and making uncapped data (subject to fair use policy and shaping) usage available on the **nbn** Sky Muster Plus satellite network to millions of homes and businesses across regional Australia.

### Jason Ashton, **nbn** Chief Technology Officer, Wireless Networks, said:

“We know that homes and businesses across regional Australia are using more devices and demanding more data and speed than ever before, that is why we continue to invest and upgrade the **nbn** network.

“We are using the cutting-edge technology to boost the performance and range of the **nbn** Fixed Wireless network. This helps enable a smoother experience, even at the busiest times and supports multiple device usage, with less buffering\*\*\*\*.

“The upgrades aim to make it easier for people to work remotely, access digital services and entertainment and connect with loved ones and do the online activities and services that are most important to them\*\*\*.

“Following extensive testing of upgraded areas of the network, we believe we can deliver even better **nbn** services to consumers on the Fixed Wireless network, which is why we are considering new options that are aimed at improving the speeds that customers can access on the upgraded **nbn** Fixed Wireless network.

“Our Fixed Wireless services are available from a range of Australian phone and internet providers. We also offer professionally installed **nbn** equipment to providers, so customers can be reassured that if something happens with your **nbn** equipment, we will come and fix it.”

Customers can find out more about the upgrades by visiting [nbn.com.au/FixedWirelessUpgrades](https://nbn.com.au/FixedWirelessUpgrades)

### Notes to Editors

- The **nbn** Fixed Wireless is used to connect homes and businesses that are mainly in expanding regional areas, to the **nbn** network.
- With a **nbn** Fixed Wireless connection, the **nbn** broadband signal travels from the transmission tower to an antenna installed on your roof.
- Interviews are available on request.
- Supporting material, including images, audio and video content are available on request.

### Footnotes

\* Eligibility criteria for most (but not all) full fibre upgrades will include being designated by **nbn** as a simple premises and retailers placing an order for a **nbn** powered plan based on an eligible wholesale speed tier.

\*\* These are **nbn** wholesale speed tiers which **nbn** provides to retail phone and internet providers. Attainable wholesale speeds are subject to the rollout of network upgrades and some premises will require **nbn** to complete upgrades to the equipment at the premises.

\*\*\* Your experience, including the speeds actually achieved over the **nbn** network, depends on the **nbn** network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside our control (like your equipment quality, software, broadband plans, signal reception and how your service provider designs its network). Speeds may be impacted by the number of concurrent users on **nbn**'s Fixed Wireless network, including during busy periods.

**ENDS**

## Media enquiries

<b>NBN Co Media Hotline</b>
Phone: 02 9927 4200
Email: <a href="mailto:media@nbnco.com.au">media@nbnco.com.au</a>

