

Plan/bill name	Quick As	Speedy As	Fast As	Superfast As
nbn speed tier label	nbn 25/10	nbn 50/20	Homefast 100/20	Home Superfast 250/25
Typical busy period speed (7pm–11pm)	25Mbps down 8Mbps up	50Mbps down 18Mbps up	100Mbps down 18Mbps up	245Mbps down 22Mbps up
Simultaneous users	👤 1-2	👤 2-3	👤 2-5	👤 5+
Email & web browsing	✓	✓	✓	✓
Online gaming	✓	✓	✓	✓
4k/UHD video streaming	✓ 1 user	✓ 1-2 users	✓ 3-4 users	✓ 5+ users

Home Superfast is only available to eligible customers. It is your responsibility to ensure your self-supplied modem can achieve your nbn plan speeds

Typical Busy Period Speed

The Typical Busy Period Speed is intended to represent the expected speed experienced between 7pm–11pm (the busy period for consumer internet traffic).

- It is not a guaranteed minimum speed. Excludes Fibre to the Node (FttN), Fibre to the Basement (FttB) and Fibre to the Curb (FttC) with limited maximum line speeds.
- The actual speed experience depends on a number of factors – see Technical Limitations below.

FTTN, FTTB, FTTC maximum line speed

The maximum line speed is the fastest speed you can get from a nbn service at your address. If your maximum line speed is not available during service qualification, we'll confirm it when your service is working. If this means your line can't support your chosen plan speed or speed pack, we'll notify you of your remedies:

- Remaining on your current plan with no refund.
- If available, moving (at no cost) to a lower speed tier plan. at a lower price and receive an applicable refund; or
- Exiting your plan without cost and receive an applicable refund (if any).

Technical Limitations/Factors Affecting Speed and Performance

Network infrastructure

An example of this is the length and quality of the copper used to connect to your premises which impacts the maximum line speed.

Network congestion

An example of this is busy periods when more people are using the network at the same time. This can result in slower speeds.

Source of content

Examples include overseas content and content from servers that aren't large enough to cope with demand. This can increase time to access content resulting in slower speeds.

Power failure

In most cases, nbn services will not function during a power failure. nbn battery backup is not available through amaysim. Other providers may offer this service on selected nbn access types.

Number of connected devices

The number of devices being used at the same time at your premises can slow performance.

WiFi signal strength/interference

The closer your connected devices are to your WiFi modem, the better the speed and performance. Elevating your WiFi modem off the ground in an open and central location away from any walls or other obstructions will improve performance. WiFi signals may be impacted if positioned too close to other electronic devices. Larger houses should consider using WiFi extenders.

Type and age of hardware

Older devices (like routers & modems) might not work effectively with nbn and may limit your speed. If you are looking to connect to speed tiers 100mbps or faster, we recommend that you use a WiFi 6 modem/router, which is best able to deliver high speeds around your home.

Medical and security alarms

You should contact your device provider to find out if your alarm or other devices will work before connecting to the nbn network and if not, what alternative solutions are available.