

FlixLink nbn® Home 25, 50 and 100 plans · Issued 1 November 2026

Speed and what each plan suits

These plans are available on all nbn® fixed-line connections. Our plan names show nbn's speed tier: for example, nbn® 100 has a 100 Mbps download and 40 Mbps upload speed tier. The speed tier represents the maximum possible speed that is available during off-peak periods.

Plan	Speed tier (down/up)	Typical busy period download speed, 7pm–11pm	In the busy period, good for
nbn® 25	25/10	25 Mbps	1 to 2 people: browsing, email, HD streaming on one screen, video calls
nbn® 50	50/20	50 Mbps	2 to 4 people: HD streaming on 2 or 3 screens, video calls, online gaming
nbn® 100	100/40	100 Mbps	4 to 5 people: 4K streaming on several screens, gaming, working from home, large downloads

If you have a fibre to the node (FTTN), building (FTTB) or curb (FTTC) connection: within 20 business days of connecting your service, we check the maximum speed your line can reach, and we tell you the result within 5 business days. If your line can't reach your plan's speed tier, you can move to a lower-speed plan at no cost, charged at the lower price from the start (we refund the difference), or cancel and get a full refund of what you've paid for the service.

Things that affect your service

- **Power failure:** nbn® services usually won't work during a power failure, including any phone service that uses your nbn® connection. Keep a charged mobile phone for emergencies.
- **Your premises:** Wi-Fi range, walls and floors, interference, older modems or devices, in-home wiring and many devices in use at once can all reduce your speed. To help, put your modem in a central, open spot, use a network cable for gaming and work computers, keep devices up to date, and ask us about mesh Wi-Fi for larger homes.

Medical and security alarms

Before you sign up, ask your alarm provider whether your medical or security alarm will work with an nbn® service, and what other options they have if it won't. If you have a medical alarm, register it on nbn's Medical Alarm Register at nbn.com.au.

Prices, charges and terms are in our Critical Information Summary at flixlink.com.au/terms.

Questions? (02) 9071 2900 · info@flixlink.com.au

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