

Key Facts Sheet: NBN Services

Provider: **Gippsland Broadband** (MOSOTI PTY LTD)

This Key Facts Sheet covers the consumer NBN plans listed below.

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Website: gippslandbroadband.com.au

Support: 1300 258 259

HOW FAST?

If we describe a plan by a “speed tier” (e.g., NBN 25/10), that represents the **maximum attainable speed in off-peak times**. The table below shows the **typical busy period download speed** you can expect during **7pm–11pm** (local time).

Plan	Technology	Advertised speed	Peak Times
Fixed Wireless 25 NBNFW25	Fixed Wireless	25/5 Mbps	23/4 Mbps
Fixed Wireless 100 NBNFW100	FTTC/FTTP/FTTN/HFC	100/40 Mbps	88/35.2 Mbps
Fast Fibre 500 NBNFW250	FTTC/FTTP/FTTN/HFC	250/20 Mbps	220/15.5 Mbps
Fast Fibre Ultimate NBNFW400	FTTC/FTTP/FTTN/HFC	400/40	352/35.2 Mbps

Busy period is **7pm–11pm**. Speeds can vary due to network demand, your access technology, and your in-home setup. (See “Technical limitations” on this page.)

WHAT CAN I DO WITH IT?

The guide below shows examples of common online activities and an estimate of how many people/devices can do them at the same time. (Actual experience varies.)

Speed tier	People/devices at once	Examples (typical)
NBN 12/1 (or lower)	1–2	Email, browsing, music streaming, SD video on 1 device. May be unsuitable for HD streaming, multiple devices, or competitive online gaming.
NBN 25/10	2–3	Email, browsing, video calls, HD streaming on 1 device, casual gaming.
NBN 50/20	3–4	Multiple HD streams, video calls, online gaming, work-from-home for a household.
NBN 100/20–40	4–6	Several HD streams, large downloads, multiple video calls, smoother experience across many devices.
NBN 250/25+	6+	Very heavy household use, multiple 4K streams, frequent large downloads, many devices.

If you sell plans across different technologies (FTTP/HFC/FTTN/Fixed Wireless), the experience at the same tier can still vary due to signal/line quality and in-home Wi-Fi.

TECHNICAL LIMITATIONS

- **Power failure:** In most cases, NBN services won’t work during a power outage because your NBN equipment and router need power.
- **In-home factors:** Your Wi-Fi, device capability, interference, internal wiring, and where your router is placed can reduce performance.
- **What you can do:** Place the router centrally and elevated, use Ethernet for critical devices, keep firmware updated, and consider a mesh system for larger homes.

For Fixed Wireless, performance can also be affected by signal quality and local conditions (including peak demand and weather).

MEDICAL ALARMS / SECURITY SYSTEMS

Before buying an NBN service, check whether any medical alert or security alarm service you rely on is compatible with NBN. If it isn’t compatible, identify alternatives by contacting your alarm provider.

CAN’T GET THE SPEED TIER?

For **FTTN / FTTC / FTTB** connections: if your line cannot provide your plan’s speed tier and this cannot be fixed, you can move to a lower speed plan or exit without charge (where applicable).

WHERE TO GET HELP

- **Support:** 1300 258 259 • hello@gippslandbroadband.com.au
- **My Account / service details:** portal.gippslandbroadband.com.au
- **More info:** gippslandbroadband.com.au/support