BambooSIM

Key Facts Sheet: NBN Services

Fixed Wireless plans

Effective 12 November 2026

Plan / tier[1] ↓/↑ Mbps	Typical 7–11pm ↓/↑ Mbps	Connection	People[2] / common activities
BambooSIM Fixed Wireless 100/20	80/9	nbn Fixed Wireless	1–3 • Browsing, HD streams and video calls
BambooSIM Fixed Wireless 250/20	160/10	nbn Fixed Wireless	3–5 • Several streams and larger downloads
BambooSIM Fixed Wireless 400/40	210/12	nbn Fixed Wireless	5+ • Busy homes and larger file transfers

[1] The tier is the maximum possible off-peak speed, not a typical or guaranteed speed. Typical evening speeds (7pm–11pm) are shown as download/upload Mbps. Actual speeds vary with your connection technology, equipment, Wi-Fi, network demand and the services you access. [2] People means approximate simultaneous users on separate devices. All plans include unlimited data and a static IPv4 address.

What affects your speed

Tower demand, distance and radio signal, trees or buildings, weather and installed nbn equipment can affect performance. Your Wi-Fi, router, devices, wiring and online content also matter. Ethernet and a central router position can help identify in-home limits. Contact BambooSIM if speeds or dropouts affect normal use.

Equipment and availability

An address check confirms which tier and nbn equipment are available. nbn may need to install or upgrade the antenna or connection box. Supply a compatible Ethernet-WAN router. A higher tier does not guarantee better speed at a congested tower.

Power, phones and alarms

In most cases, nbn and connected equipment will not work during a power failure. Any backup must power the required nbn equipment and router; network outages can still interrupt service. Outages at the tower can also affect Fixed Wireless. No phone service or emergency calling is included. Keep a charged mobile. Before ordering, ask your medical or security alarm provider about compatibility and alternatives.

Help with your service

Contact BambooSIM for troubleshooting and fault investigation. Statutory remedies, including required refunds or cancellation rights, remain available. Read the Fixed Wireless CIS for prices, billing and cancellation.

24/7 live chat, support tickets and email

Complaints: 02 6422 6266 • Mon–Fri, 9am–5pm Melbourne time

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