BambooSIM

# Key Facts Sheet: NBN Services

Home plans • HFC and FTTP

**Effective 12 November 2026**

| Plan / tier<br>↓/↑ Mbps | Typical 7–11pm<br>↓/↑ Mbps | Connection | People / common activities |
|---|---|---|---|
| BambooSIM Home 2000/100 | 1780/92 | HFC | 8+ • Simultaneous 4K streams and very large downloads |
| BambooSIM Home 2000/200 | 1810/178 | FTTP | 8+ • Simultaneous 4K streams and very large downloads |

The tier is the maximum possible off-peak 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. People means approximate simultaneous users on separate devices.

## Equipment and performance

A 2 Gbps plan needs eligible nbn equipment and multi-gigabit router ports, cabling and devices. A 1 Gbps port limits one device below the plan tier. Wi-Fi, concurrent use, network demand and external services can reduce speeds. An NTD upgrade may be needed; any charge is confirmed before ordering. Test over Ethernet; place your router centrally.

## 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. 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.

Unlimited data • Static IPv4 included • BYO router

Read the Home fixed-line 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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