BambooSIM

Key Facts Sheet: NBN Services

Home plans • Entry and copper connections

Effective 12 November 2026

Plan / tier[1] ↓/↑ Mbps	Typical 7–11pm[2] ↓/↑ Mbps	Connection	People[3] / common activities
BambooSIM Home 25/10	23/9	All fixed line	1–2 • Browsing, HD streaming, light work
BambooSIM Home 50/20	47/18	All fixed line	2–3 • 4K streaming, video calls
BambooSIM Home 100/20	94/18	FTTN, FTTB, FTTC	3–5 • Several streams, work and downloads
BambooSIM Home 100/40	94/36	All fixed line	3–5 • Video meetings, larger uploads

[1] The tier is the maximum possible off-peak speed. [2] 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. [3] People means approximate simultaneous users on separate devices.

What affects your speed

Wi-Fi signal, router location, wiring, device capability, other users, network demand and the websites you use can reduce speeds. Use a capable device on Ethernet to check performance; place Wi-Fi equipment centrally, clear of interference. Contact BambooSIM for help.

Copper line limits

FTTN, FTTB and FTTC speeds depend on the copper line. We check attainable speed after connection where needed. If the line cannot support your tier, we will explain the result and offer a suitable lower plan with an appropriate refund or price adjustment, or cancellation without a plan exit fee and any refund due.

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 • Compatible BYO router required

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

support@bamboosim.com • bamboosim.com/support