BambooSIM

Key Facts Sheet: NBN Services

Home plans • FTTP and HFC

Effective 12 November 2026

Plan / tier[1] ↓/↑ Mbps	Typical 7–11pm[2] ↓/↑ Mbps	Connection	People[3] / common activities
BambooSIM Home 500/50	500/44	FTTP, HFC	5+ • 4K streams, games, large downloads
BambooSIM Home 750/50	750/44	FTTP, HFC	5+ • Heavy downloads across busy homes
BambooSIM Home 1000/100	875/92	FTTP, HFC	5+ • Very large downloads, several 4K streams

[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.

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

Home 500/50: $89.90/month for the first six calendar months from activation, then $99.90/month (inc GST). Read the Home fixed-line CIS for 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