BambooSIM

Key Facts Sheet: NBN Services

Home plans • Higher upload speeds

Effective 12 November 2026

Plan / tier[1] ↓/↑ Mbps	Typical 7–11pm[2] ↓/↑ Mbps	Connection	People[3] / common activities
BambooSIM Home 250/100	250/89	FTTP, HFC	3–5 • Cloud backups, work and video meetings
BambooSIM Home 500/200	500/178	FTTP	5+ • Video projects, large cloud backups
BambooSIM Home 1000/400	875/339	FTTP	5+ • Large uploads, creators and home servers

[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

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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