Crazytel.com.au

Key Facts Sheet: NBN Services

Crazytel prepaid NBN: Plans 1000/100 to 2000/500. Free call 1800 272 998.

Plan	PrePaid - CrazyNBN 1000/100	PrePaid - SuperCrazy NBN 1000/400	PrePaid - CrazyNBN 2000/100	PrePaid - CrazyNBN 2000/200	PrePaid - SuperCrazy NBN 2000/500
Typical evening speed, 7pm to 11pm (Mbps, down / up)	840 / 94	875 / 339	1700 / 85	1700 / 170	1740 / 471
Available on	FTTP, HFC	FTTP	HFC	FTTP	FTTP
People online at once	8 or more	8 or more	8 or more	8 or more	8 or more
Email, browsing and social media	✓	✓	✓	✓	✓
Phone calls (VoIP)	✓	✓	✓	✓	✓
HD video streaming	✓	✓	✓	✓	✓
Video calls	✓	✓	✓	✓	✓
Online gaming	✓	✓	✓	✓	✓
4K video streaming	✓	✓	✓	✓	✓
Downloading large files fast	✓	✓	✓	✓	✓
Uploading large files fast	✓	✓	✓	✓	✓

✓ works well at this speed in the busy period. – not recommended.

Speeds: the typical evening speed is the speed our customers typically get in the busy period, 7pm to 11pm. The speed in the plan name is the NBN speed tier: the maximum possible speed, only available in off-peak periods.

Power failures

In most cases NBN services won't work in a power failure, including calls to Triple Zero (000). FTTP with a working battery backup is the exception. Keep a charged mobile phone for emergencies.

Things at home that slow your speed

An older or low-spec modem, Wi-Fi distance, walls and interference, old in-home wiring, and many devices in use at once. To help, use an Ethernet cable, put your modem in a central open spot, keep its firmware up to date, and use a modem that supports your plan's speed. For speeds over 1000 Mbps, your modem and device need a 2.5 Gbps (or faster) Ethernet port.

Medical and security alarms

Before you order, check with your alarm provider that your alarm works on NBN, and what alternatives are available if it doesn't.