Crazytel.com.au

Key Facts Sheet: NBN Services

Crazytel prepaid NBN: Plans 12/1 to 100/40. Free call 1800 272 998.

Plan	PrePaid - CrazyNBN 12/1	PrePaid - CrazyNBN 25/5	PrePaid - CrazyNBN 50/20	PrePaid - CrazyNBN 100/20	PrePaid - SuperCrazy NBN 100/40
Typical evening speed, 7pm to 11pm (Mbps, down / up)	11 / 1	25 / 4	50 / 17	92 / 17	95 / 34
Available on	FTTP, HFC, FTTB, FTTC, FTTN, Fixed Wireless	FTTP, HFC, FTTB, FTTC, FTTN, Fixed Wireless	FTTP, HFC, FTTB, FTTC, FTTN	FTTB, FTTC, FTTN	FTTP, HFC, FTTB, FTTC, FTTN
People online at once	1	1 to 2	2 to 3	3 to 4	3 to 4
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.

FTTN, FTTB and FTTC: we can't confirm your line's maximum speed until your service is connected. We test it after connection and tell you the result. If your line can't reach your plan's speed, you can move to a lower plan with a pro-rata credit, or cancel with no exit fee.

CrazyNBN 12/1 isn't suited to: video calls, online gaming, 4K streaming, streaming on more than one device at once, or uploading large files.

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.

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.