

Techwiz NBN Key Facts Sheet

Sep 30, 2026 · @Adam

Plans and typical evening speeds

Techwiz (ABN 66 287 897 255) provides NBN broadband over the Aussie Broadband network. This sheet explains our NBN plans, the speeds you can typically expect, and important things to know before you sign up.

The **speed tier** is the maximum possible download/upload speed, available outside busy periods. The **typical evening speed** is the average speed customers on the network receive in the busy period, 7 pm to 11 pm. Typical evening speeds are not guaranteed.

Fixed line plans (FTTP, HFC, FTTC, FTTB and FTTN)

Plan	Speed tier (download/upload)	Typical evening download	Typical evening upload	Suits
Techwiz NBN 12	12/1 Mbps	12 Mbps	1 Mbps	1 person; email and web browsing
Techwiz NBN 25	25/10 Mbps	23 Mbps	9 Mbps	1-2 people; browsing and HD streaming
Techwiz NBN 50	50/20 Mbps	47 Mbps	18 Mbps	2-3 people; 4K streaming and video calls
Techwiz NBN 100	100/20 Mbps	94 Mbps	18 Mbps	3-5 people; multiple streams and large downloads
Techwiz NBN 100 Plus	100/40 Mbps	94 Mbps	36 Mbps	3-5 people who upload large files or work from home

High-speed plans (FTTP and HFC only)

Plan	Speed tier (download/upload)	Typical evening download	Typical evening upload	Available on	Suits
Techwiz NBN 500	500/50 Mbps	500 Mbps	44 Mbps	FTTP and HFC	5+ people; heavy streaming, gaming and downloads
Techwiz NBN 750	750/50 Mbps	750 Mbps	44 Mbps	FTTP and HFC	6+ people; very heavy use
Techwiz NBN 1000	1000/100 Mbps	875 Mbps	92 Mbps	FTTP and HFC	Large households and busy home offices
Techwiz NBN 2000	2000/100 Mbps	1780 Mbps	92 Mbps	HFC only	Power users with multi-gigabit equipment
Techwiz NBN 2000 Plus	2000/200 Mbps	1810 Mbps	178 Mbps	FTTP only	Power users who also upload large files

Fixed Wireless plans

Plan	Maximum speed (download/upload)	Typical evening download	Typical evening upload	Suits
Techwiz Wireless 100	100/20 Mbps	80 Mbps	9 Mbps	2-4 people; streaming and video calls
Techwiz Wireless 250	250/20 Mbps	160 Mbps	10 Mbps	4-6 people; multiple streams
Techwiz Wireless 400	400/40 Mbps	210 Mbps	12 Mbps	5+ people; heavy use

The Wireless 250 and Wireless 400 plans are only available in upgraded parts of the NBN Fixed Wireless network. We will check whether they're available at your address.

Important things to know

What can affect your speed

The speed you experience in your home can be lower than the typical evening speed. Common causes include:

- your modem/router, and where it is placed
- Wi-Fi interference, and connecting over Wi-Fi rather than a network cable
- old or faulty wiring inside your premises
- the number of people and devices online at the same time
- the website, server or service you are using

We can help you find the cause of slow speeds and suggest ways to fix it.

FTTN, FTTB and FTTC connections

These connections use copper lines, and your service can never be faster than the maximum speed your line supports. After your service is connected, we check the maximum speed your line can achieve and tell you the result. If your line can't reach your plan's speed tier, you can move to a lower speed plan or cancel your service, with no fee.

High-speed plans (NBN 500 and above) are not available on FTTN, FTTB or FTTC connections.

Fixed Wireless connections

Fixed Wireless speeds depend on factors such as line of sight to the NBN tower, the position of your antenna, weather, and congestion on your local wireless cell. If NBN reports congestion on your cell after connection, we will let you know, including any forecast date for a fix. Fixed Wireless may not suit latency-sensitive uses such as competitive online gaming.

Power outages and emergency calls

Your NBN service will not work during a power outage. NBN equipment and your modem/router need mains power, and no backup battery is included. Any phone service that runs over your NBN connection, such as a VoIP phone from another provider, will also stop working, including calls to emergency services (000). Keep a charged mobile phone available for emergencies.

Medical and security alarms

Before your NBN service is connected, we will ask whether you use a medical alarm, security alarm, lift phone or similar device. Check with your alarm provider that your device will work with the NBN, and ask about alternatives if it won't. If you have a medical alarm, you can register it on NBN Co's Medical Alarm Register at nbnco.com.au.

Keeping your phone number

Techwiz does not provide home phone services. If you have a landline phone number with another provider, talk to them before switching to NBN, as your number may be lost if you don't arrange to keep it.

Equipment

You will need an NBN-compatible modem/router. You can use your own compatible modem/router. High-speed plans need a router that supports those speeds. Contact us for advice on suitable equipment and current options.

Prices and plan terms

Prices, minimum terms, and any fees for each plan are set out in the Critical Information Summary for that plan, available from us on request.

Support and complaints

- **Techwiz support:** 0487 758 786 (Monday to Friday, 8:30 am to 5:30 pm Melbourne time) or accounts@techwiz.net.au
- **Complaints:** see our Complaints Handling Policy at www.techwiz.net.au/complaints
- **Payment help:** see our Payment Assistance Policy at www.techwiz.net.au/hardship
- **Telecommunications Industry Ombudsman (TIO):** if we can't resolve your complaint, call 1800 062 058 or visit www.tio.com.au

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