

Key Facts Sheet: nbn™ Services

What are the various tier plan speeds and what are they able to achieve?

| nbn™ PLAN | BASIC 25/5 | STANDARD 50/20 | PREMIUM 100/40 | PREMIUM PLUS 250/100 | SUPER-FAST 500/200 | ULTRA-FAST 1000/400 |
|--|---------------|-------------------|-------------------|-------------------------|-----------------------|------------------------|
| Estimated people online at the same time on multiple devices | 1-2 | 3-4 | 5-8 | 6-9 | 10+ | 20+ |
| *Typical business download speeds (9am-5pm) | 24Mbps | 48Mbps | 98Mbps | 246Mbps | 489Mbps | 600Mbps |
| *Typical business upload speeds (9am-5pm) | 4Mbps | 17Mbps | 37Mbps | 88Mbps | 166Mbps | 306Mbps |
| VoIP Phone | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Emails, social media & web browsing | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SD Video Streaming | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| HD Video Streaming | ✗ | ✓ | ✓ | ✓ | ✓ | ✓ |
| UHD/4K Video Streaming | ✗ | ✗ | ✓ | ✓ | ✓ | ✓ |
| Download and Upload large files | ✗ | ✗ | ✓ | ✓ | ✓ | ✓ |

*Typical business speeds indicate the typical speeds that can be expected during business hours. Please note that various factors can affect your speed (see below)

Important Information

The speed of a business's network is usually determined by the speed of the connection to the customer's location, and does not necessarily reflect the actual speed experienced by the customer within their premises. When it comes to tier speeds, these indicate the highest potential upload and download speeds that can be achieved during periods of low network traffic.

Limitations during power outage

In the event of a power outage, your nbn™ service will not be operational.

This means that during a power failure, the NBN service and any telephone service that operates through the nbn™ will be unusable, including emergency calls. Furthermore, any back to base or medical alarm systems connected to the nbn™ will stop functioning. Therefore, it is suggested to keep a charged mobile phone within coverage in case of emergency situations.

Factors that may affect your internet performance

The following are various factors that can affect the speed and performance of your internet connection.

- nbn™ Infrastructure being used ie the length and quality of cabling being used to deliver the service
- Outdated or degraded internal cabling being used at a customer's premises
- Inadequate network equipment
- WiFi Signal interference from devices such as security cameras, cordless phones or other WiFi devices
- Number of connected devices being used at the same time
- The website you're visiting and their servers

Medical alarms / security

Prior to switching your internet service, you must determine whether any medical or security alarm services you may be using is compatible with an nbn™ service. Please contact your medical or security alarm provider prior to ordering a new nbn™ service to ensure your services will work or what alternate options are available.

What to do if you aren't getting the speed that you chose for your business? (FTTN, FTTB, FTTC)

The maximum attainable speed for your business's Fibre service is determined by the maximum line speed that is available at your location. If your connection is made via Fibre to the Node, Fibre to the Basement or Fibre to the Curb, we carry out a test to determine the speed capability of your nbn™ line once it's been established. This result is then compared to the speed plan you have subscribed for, and you will receive an email notification within 1-2 days with the outcome. If the line speed falls short of the speed plan you have chosen, you may exit your plan at no cost, or switch to a lower speed plan without incurring any charges.