

## Our Speed Options

	nbn™ 12/1	nbn™ 25/5 nbn™ 25/10	nbn™ 50/20	nbn™ 100/20	nbn™ 100/40	nbn™ 250/25	nbn™ 250/100
Typical business speeds weekdays 9am to 5pm AEST*	↓ 11 Mbps	↓ 24 Mbps	↓ 47 Mbps	↓ 86 Mbps	↓ 86 Mbps	↓ 223 Mbps	↓ 223 Mbps
No. of people using the internet	1 - 2	2 - 3	3 - 4	4 - 6	4 - 6	6 - 9	6 - 9+
Email / Browsing	✓	✓	✓	✓	✓	✓	✓
Cloud Storage Services	✓	✓	✓	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓	✓	✓	✓
4K Streaming / Faster Downloads	—	—	—	✓	✓	✓	✓
Virtual Conference Rooms / Faster Uploads	—	—	—	—	✓	—	✓

Tier speeds refer to the NBN's wholesale speed tiers provided to us by NBN Co Ltd. Each of these speed tiers has a theoretical maximum line speed outside of peak hours. It is unlikely that you will experience these speeds. The actual speeds that you experience may be slower than the theoretical maximum for your technology type and speed tier due to factors such as the quality and layout of copper wiring forming part of your connection and electrical interference.

For Fixed Wireless (FW), FTTB, FTTC & FTTN customers, until your service is connected we are unable to confirm your maximum attainable speed. If your line does not support your chosen connection tier we will inform you Wireless speeds may be significantly impacted by congestion.

\*Typical business speed measures network speed to customer premises, it is not a measure of customers' received in-premises speed.

### Factors that may impact performance

- Your equipment
- Internal wiring
- The network itself (congestion/length of copper used)
- Wi-Fi interference
- The number of devices online at the same time
- For Fixed Wireless; the signal strength or obstruction to line of sight, and weather conditions like extreme heat and heavy rain

### Power Outage

In the event of a power outage, your service/s will not work unless you are on FTTP with an NBN battery back-up installed and maintained. This means you are unable to make or receive calls. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services.

### Medical/Security Alarms

It's vital that you talk to your device provider for advice, and to find out if your device or service will work on the NBNTM access network, or what alternatives may be available. If you have a Medical/Security Alarm, you will have to register with nbn Co. [Click here](#) or call them on 1800 227 300. nbn™, nbn™ Co and other nbn™ logos and brands are trademarks of nbn™ Co limited and used under license