

Our Speed Options

	nbn [®] 12/1	nbn [®] 25/5 nbn [®] 25/10	nbn [®] 50/20	nbn [®] 100/20 Fixed Wireless +	nbn [®] 100/40	nbn [®] 500/50	nbn [®] 750/50	nbn [®] 250/100	nbn [®] 500/200	nbn [®] 1000/100 nbn [®] 1000/400
Typical business speeds	12/10 Mbps	24/4-9 Mbps	49/16 Mbps	99/16 Mbps	99/32 Mbps	490/40 Mbps	605/40 Mbps	245/80 Mbps	490/160 Mbps	845/80-320 Mbps
No. of people using the internet	1 - 2	2 - 3	3 - 4	4 - 6	4 - 6	4-8	6 - 9	6 - 8	8 - 10	10+
Email / Browsing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cloud Storage Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4K Streaming / Faster Downloads	—	—	—	✓	✓	✓	✓	✓	✓	✓
Virtual Conference Rooms / Faster Uploads	—	—	—	—	✓	✓	✓	✓	✓	✓

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

For Fixed Wireless (FW), FTTB, FTTC & FTTN Customers, we are unable to confirm your maximum attainable speed until your service is connected.. If your line does not support your selected speed tier, we will advise you. Wireless speeds may also be materially affected by network congestion.

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 will be 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 nbn access network, or what alternatives may be available. If you have a medical or security alarm, you will need to register with nbn Co by calling 1800 227 300. nbn[®], nbn Co and other nbn[®] logos and brands are trademarks of nbn Co limited and used under license

Typical business speed measures network speed to customer premises, it is not a measure of customers' received in-premises speed. Speeds measured weekdays 9am to 5pm AEST