

KEY FACTS SHEET - NBN SERVICES

FTTP, FTTN, FTTB and FTTC

IMPORTANT INFORMATION ABOUT NBN SPEED OPTIONS

NBN BUSINESS	NBN NBN50	NBN NBN100
TYPICAL DOWNLOAD SPEED*	45 Mbps	85 Mbps
TYPICAL UPLOAD SPEED*	15 Mbps	30 Mbps
SUITABLE FOR	1-7 People	1-15 People
Emails and General Web Browsing	✓	✓
Back Up Data to the Cloud	✓	✓
Video Conferencing	✓	✓
High Definition Video Streaming	✓	✓
Business VoIP and Hosted PBX	✓	✓
Social Media Management	✓	✓
Website Management	✓	✓
Running an EFTPOS System	✓	✓
Sending/Receiving Large Data Files	✓	✓
High Resolution Image Publishing	✓	✓

* Typical Download and Upload Speeds (9am-5pm)

FIBRE to the NODE (FTTN), FIBRE to the BUILDING (FTTB), and FIBRE to the CURB (FTTC) SPEED TEST RESULTS and YOUR OPTIONS

Your NBN service can never go faster than the maximum line speed available at your premises. We'll run speed tests to confirm your maximum line speed when your service is working and tell you if a higher speed tier will benefit you. If your line isn't capable of supporting the speed tier you're on, we'll send you an email with your speed results and options, including:

- Switch to a Lower Priced Plan Without Charge
- Cancel Your Service Without Charge

SOME FACTORS IMPACTING PERFORMANCE

Broadband speeds may vary due to:

- The website you're visiting and their servers.
- Wi-Fi is less reliable than an Ethernet cable.
- The speed tier you are connected to.
- Cabling and wiring at your premises.
- Network capacity and network traffic.
- The NBN technology type at your premises.
- The location of your modem.

Setting up your office modem in a central spot, away from radio and electrical interference can help. Wi-Fi boosters can also help.

SERVICE AVAILABILITY

Your NBN service will not work during a power outage. This means you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency 000 services. You'll need to rely on your mobile phone to make calls in this situation.

For Fibre to the Premises (FTTP) connections, battery backup is available to customers with a medical alarm, back-to-base alarm, lift phone or a voice-only service.

FIRE, LIFT AND SECURITY ALARMS

If you have a Back to Base Security Alarm connected to your business phone service, it is important you contact your security provider to check if it is compatible with the NBN network and identify what alternatives are available. You'll need to arrange this before we move you to the NBN network, or your alarm may not work.

Remember to register your Fire Alarms or Lift Emergency Phones with **nbn co's Fire Alarm and Lift Emergency Phone Register**.

MORE INFORMATION

If you require more information about the NBN services, please contact our Customer Care Team on **1300 000 300**, or email care@businessco.com.au