

# KEY FACTS SHEET: NBN® SERVICES



## Important information about nbn® speed options available with a More fixed line service

nbn® speed tier ^	100/40	500/50	250/100	500/200	1000/400
More plan name	Business Fast	Business Fast Max	Business Superfast	Business Ultrafast^	Business Ultrafast Plus^
Typical business download (↓) & upload (↑) speeds*	100Mbps ↓ 34Mbps ↑	500Mbps ↓ 42.5Mbps ↑	250Mbps ↓ 85Mbps ↑	500Mbps ↓ 170Mbps ↑	700Mbps ↓ 340Mbps ↑
Ideal for no. of concurrent users:	6-9 people or devices	10 + people or devices	10 + people or devices	Up to 25 people or devices	Up to 35 people or devices
This plan is likely suitable for these activities:					
Voice calls	✓	✓	✓	✓	✓
Standard online usage	✓	✓	✓	✓	✓
Social media	✓	✓	✓	✓	✓
Download & upload standard files	✓	✓	✓	✓	✓
Streaming music	✓	✓	✓	✓	✓
Video conferencing	✓	✓	✓	✓	✓
HD video streaming	✓	✓	✓	✓	✓
UHD/4K video streaming	Limited#	Limited#	✓	✓	✓
Download & upload large files	Limited#	Limited#	✓	✓	✓

\*Typical Evening Download and Upload Speeds measured between 7pm and 11pm. nbn® Speed Tier refers to the speed of the technology installed at your premises. These speeds are not necessarily equivalent to the download/upload speeds you will achieve in practice, which may be slower due to a range of factors. See the Broadband Speeds section below for further information.

^This plan is available on FTTP connection type only.

# This activity may be possible on this plan. However, concurrent users of high bandwidth activities may impact speeds and limit performance.

### Information on FTTP/FTTC/FTTN speeds and your options

nbn® services provided using FTTP/FTTC/FTTN technology may not be capable of supporting high-speed tiers. It is not possible for us to determine the max. speed that you will be able to achieve until your service is connected. After connecting to a higher speed tier, if you can't achieve the typical speeds for your plan, we will notify you and offer to move you to a lower speed tier and refund money paid for the higher speed tier. You will also have the right to cancel your plan without cost.

### Factors that can impact broadband speeds

Actual speeds may be lower due to a range of factors, including the number of end-users using the service at the same time, modem location, the equipment and software being used, the nbn® technology type at your premises, network capacity and traffic, and the type/source of content being downloaded or uploaded. Setting up your modem in a central location away from other electrical appliances can help. We may be able to help you maximise

your nbn® performance. Call us on 1800 733 368 for assistance.

### Technical limitations and outages

Your nbn® service will not work during a power outage (unless you have an FTTP connection with a backup battery installed). You will not be able to make/receive phone calls (including emergency phone calls) using your nbn® service and will need to use a mobile phone. Any back to base alarm or medical alarm connected to nbn® will also cease to work.

### Medical and security alarms

If you have a medical or security alarm, you must check they are compatible with an nbn® connection before ordering an nbn® service. Otherwise, it may not work. If your alarm service is not compatible, you should consult with your alarm provider for an alternative way for your alarm to operate over the nbn®. You can register with NBN Co's Medical Alarm Register.