

Key Fact Sheet: nbn[®] Services for Adaptive Broadband.

Important information about the nbn network speed options available with Telstra.

		Standard Plus	Premium	Premium Plus	Ultra	Ultra Plus
Typical Busy Period Speeds (9am - 5pm, weekdays)	Download	50Mbps	100Mbps	250Mbps	500Mbps	815Mbps
	Upload	17Mbps	32Mbps	80Mbps*	160Mbps*	320Mbps*
		*We currently lack sufficient data to determine the typical busy period speeds for this plan - the information here is an estimate only. We will update the speeds once sufficient data is available. Speeds experienced may be lower due to the factors listed below. Actual speed confirmed post-connection for FTTN/B/C customers. For ordinary business use.				
Connection Types		All Fixed Line connections (excl. Fixed Wireless)	FTTC and selected FTTN/B/P and HFC connections only.	FOTP and HFC connections only.	FOTP connections only.	
Adaptive Broadband Plans		Adaptive Broadband 50/20 Mbps plan	Adaptive Broadband 100/40 Mbps plan	Adaptive Broadband 250/100 Mbps plan	Adaptive Broadband 500/200 Mbps plan	Adaptive Broadband 1000/400 Mbps plan
Number of users online at the same time on separate devices		Up to 5 users	Up to 10 users	Up to 10 users	Up to 35 users	Up to 50 users
Video Calls & Conferencing Emails and Browsing Social Media SD Video Streaming		✓	✓	✓	✓	✓
HD Video Streaming		✗	✗	✓	✓	✓
Backing up Data to the Cloud Downloading and Uploading Files Using Cloud-based Business Apps		✓	✓	✓	✓	✓
Publishing 4K and Ultra-HD Content		✗	✗	✗	✓	✓
VPN and Remote Working Activities		✗	✓	✗	✓	✓

nbn tiers and typical busy period speeds.

The 'nbn tier' figures represent the wholesale maximum network speeds to customer premises during off-peak periods. The nbn tier figures and 'typical busy period speeds' are not measures of customers actual in-premises speed experience, which may be slower. Not all customers may receive these speeds all of the time.

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 attainable speed available at your premises. If you are connecting to the nbn for the first time, we'll check your maximum attainable speed when your service is working. If your line can't support the speed tier and/or add-on you're on, we'll send you an email with your speed results and the option to:

- remain on your current plan and/or add-on;
- move to a lower-priced plan and/or add-on (if one is available) and receive a proportionate refund to reflect the period you didn't receive the full benefit of your plan and/or add-on; or
- cancel your plan and/or add-on at no cost and receive a proportionate refund to reflect the period you didn't receive the full benefit of your plan and/or add-on.

Some factors impacting performance at the premises.

Broadband speeds may be lower due to:

- the website you're visiting and their servers;
- Wi-Fi is less reliable than an Ethernet cable;
- the speed tier you are on;
- in-premises wiring;
- network capacity and network traffic;
- the nbn technology type at your premises;
- your choice of modem, cable and where your modem is located; and
- your equipment and applications being used.

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

nbn service and power outages.

Your nbn service won't work during a power outage. This means that for plans that support voice calls, 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. If your premises has, or requires, critical safety devices such as medical, fire or back-to-base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary communications technology, such as a mobile network. Contact your critical safety device provider for more details.

For Fibre to the Premises (FOTP) connections on plans that support voice calls, battery backup is available to customers with Priority Assistance, a medical or back-to-base alarm, lift phone or a voice-only service. Battery backup does not replace the potential need for secondary communications technologies to support critical safety devices.

Medical and Security alarms.

If you have a Back to Base Security Alarm or Medi-Alert connected to your home phone service, it's important you contact your medical or security provider to check if they're compatible with the nbn service 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. Adaptive Broadband plans do not include a voice service or support Priority Assistance. If you need a phone line, you'll need to choose another plan.

Fixed Wireless.

For more information about Fixed Wireless plans and speeds, see: telstra.com.au/internet/nbn/nbn-speeds-explained

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For more information visit telstra.com.au/small-business/internet/nbn/nbn-speeds-explained

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