

# Key Fact Sheet: nbn™ Services for business.

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

		Standard Plus	Premium (Optional Add On)	Superfast (Optional Add On)	Ultrafast (Optional Add On)	Premium Plus (Optional Add On)	Ultra (Optional Add On)	Ultra Plus (Optional Add On)
Typical Busy Period Speeds (9am - 5pm, weekdays)	Download	50Mbps^	100Mbps^	250Mbps	700Mbps	250Mbps	230Mbps	700Mbps
	Upload	17Mbps	32Mbps	20Mbps	40Mbps	80Mbps	90Mbps	100Mbps
		Typical busy period speeds for the new nbn tiers Superfast (upload only), Ultrafast, Premium Plus (upload only), Ultra and Ultra Plus are an estimate only. We do not have sufficient data yet to calculate the typical busy period speed of these add ons. We will update this information 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.						
Connection Types		All Fixed Line connections (Excl. Fixed Wireless),^^	FTTC/P, HFC and selected FTTN/B connections only.	FTTP and some HFC connections only.		FTTP connections only.		
Telstra Business Plans		Available on 'Telstra Business Bundle' and 'Telstra Business Broadband on nbn' plans.		Available on 'Telstra Business Broadband on nbn' plans only.				
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 15 users	Up to 20 users	Up to 35 users	Up to 50 users
Voice Calls		✓	✓	✓	✓	✓	✓	✓
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		✗	✓	✗	✓	✓	✓	✓

^These speeds are not available to all customers, including most FTTN customers. ^^Not available in all areas.

Committed Information Rate (CIR) Add Ons for 'Telstra Business Broadband on nbn' plans only			
Dedicated Data Packs	Dedicated Data S	Dedicated Data M	Dedicated Data L
Typical TC2 Speeds* (all hours, all days)	9Mbps download – 9Mbps upload with data overflow onto the available Standard Plus speed.	18Mbps download – 18Mbps upload with data overflow onto the available Premium speed.	45Mbps download – 45Mbps upload with data overflow onto the available Premium Plus speed.
Connection Types	All Fixed Line connections (Excl. Fixed Wireless).		FTTP connections only.
Number of concurrent business users using separate devices	Up to 5	Up to 10	Up to 20

\*Typical TC2 speeds are provided by nbn co at a Layer 2 Committed Information Rate (CIR).

## 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 in the workplace.

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-premise wiring;
- network capacity and network traffic;
- the nbn technology type at your premises;
- 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.

For more information visit [telstra.com.au/small-business/internet/nbn/nbn-speeds-explained](https://telstra.com.au/small-business/internet/nbn/nbn-speeds-explained)

If you would like this brochure in an alternative/accessible format, please call 13 2000.

## nbn service and power outages.

Your nbn service won't work during a power outage. This means that 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.

Remember to register with [nbn co's Fire Alarm and Lift Emergency Phone Register](#).

For Fibre to the Premises (FTTP) connections, 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.

Remember to register with [nbn co's Medical Alarm Register](#).

## Fixed Wireless.

For more information about Fixed Wireless plans and speeds, see: [Key Fact Sheet: nbn™ Services \(Fixed Wireless\)](#).

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