

Key Facts Sheet: nbn™ Services (FTTP/N/B/C & HFC)

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

Telstra Home Business Broadband Plan speed options

Standard Plus Evening – nbn50



40 Mbps download
15 Mbps upload¹

Included with Telstra Home Business Bundles and Telstra Home Business Broadband plans

Premium Evening – nbn100



80 Mbps download
30 Mbps upload¹
Speed Boost option if eligible (fees apply)

What can you do at these speeds?



3-6 people



6-9 people

online at the same time on multiple devices

- | | | |
|--------------------------------|----------------------------|--------------------------------------|
| ✓ Email and web browsing | ✓ HD video streaming | ✓ Social media |
| ✓ Backing up data to the cloud | ✓ Online gaming | ✓ Website management |
| ✓ Video conferencing | ✓ Running an EFTPOS system | ✓ Sending/receiving large data files |

¹ Typical minimum busy period download/upload speeds (7pm-11pm).

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 home. 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, or
- cancel your plan without charge.

Some factors impacting performance in the home office

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 on
- in-premises wiring
- network capacity and network traffic
- the nbn technology type at your premises, and
- where your modem is located.

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

nbn service and power outages

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 FTTP connections, battery backup is available to customers with Priority Assistance, a medical alarm, back-to-base alarm, lift phone or a voice only service.

Fire/lift/security alarms

If you have a Back to Base Security Alarm connected to your business phone service, it's important you contact your security provider to check if they are 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](#).

For more information visit telstra.com/nbn-speeds
If you would like this brochure in an alternative/accessible format, please call 13 2000.

