

Key Facts Sheet: nbn™ Services (Business Fixed Wireless).

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

| Fixed Wireless Plus Speed | | |
|---|---|-----------------------------------|
| Typical Busy Period Speed (9am-5pm, weekdays) | 2 – 55Mbps Around 50% of customers achieve download speeds greater than 25Mbps. | |
| | Speeds experienced may be lower and will vary throughout the day, due to factors set out below in this document. Actual speeds may be significantly impacted by congestion, particularly during the busy hours (9am-5pm, weekdays). | |
| Telstra Business plan | Included with Telstra Business Broadband and Telstra Small Business Broadband plans. | |
| Number of concurrent business users using separate device | 1 – 5 people | |
| | Voice Calls | Video Calls & Conferencing |
| | Emails and Browsing | Download and Upload Large Files |
| | Social Media | Using Cloud-based Business Apps |
| | SD Video Streaming | VPN and Remote Working Activities |
| | HD Video Streaming | Running an EFTPOS System |

Typical busy period speeds.

'Typical busy period speed' is a measure of network speed to customer premises and is not a measure of customers' received in-premises speed experience. Not all customers may receive these speeds at all times. The nbn™ tier figures in our advertising represent the maximum possible speeds available during off-peak periods.

Common factors impacting performance.

Fixed Wireless speeds are variable and can only be determined after your service is activated. Speeds experienced may be slower and will vary throughout the day, due to factors including the signal strength or obstruction of the antenna's line of sight to the tower, weather conditions, tower and network capacity and in-premise setup; and actual speeds may be significantly impacted by congestion, particularly during the busy hours (9am-5pm, weekdays).

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 workplace;
- 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.

Your speeds may also be impacted by network congestion, as well as congestion at your local nbn Wireless tower. If the local nbn Wireless tower is experiencing congestion, you are likely to achieve download speeds of less than 6Mbps. This will impact your ability to enjoy some online applications such as slower browsing and/or lower quality or buffering for video streaming.

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.

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](#).

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For more information visit 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.

