

# Key Facts Sheet: nbn™ Services (Fixed Wireless)

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

## Telstra Home Business Broadband Plan speed options

### Standard Evening – nbn25



2-22 Mbps download<sup>1</sup>

Included with the Telstra Home Business Bundles and Telstra Home Business Broadband Plans

## What can you do at these speeds?



1-2 people

online at the same time on multiple devices

- |                                  |                                   |                                      |
|----------------------------------|-----------------------------------|--------------------------------------|
| ✓ Email and general web browsing | ✓ High definition video streaming | ✓ Social media management            |
| ✓ Backing up data to the cloud   | ✓ Online gaming                   | ✓ Website management                 |
| ✓ Video conferencing             |                                   | ✓ Sending/receiving large data files |

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

### Some factors impacting performance outside the premises

Your actual user speeds will vary throughout the day due to quite a number of factors, including the signal strength or obstruction of the antenna's line of sight to the tower, weather conditions like extreme heat and heavy rain, as well as tower and network capacity.

### 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.

You can opt to not move your business phone to the nbn network, and if you have a corded telephone it will continue to work in a power outage.

### 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](#).

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**For more information visit [telstra.com/nbn-speeds](https://telstra.com/nbn-speeds) if you would like this brochure in an alternative/accessible format, please call 13 2000.**

