




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

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

Telstra speed options		
Standard Plus – nbn50  44Mbps download 15Mbps upload ²	Premium – nbn100  88Mbps download 30Mbps upload ²	Premium Plus – nbn250  200Mbps download 80Mbps upload ²
Committed Information Rate (CIR) add-on options for Telstra Business Broadband plans only		
Dedicated Data S – nbn10/10 9Mbps download – 9Mbps upload ² with data overflow onto available Standard Plus speed (eligibility criteria & fees apply).	Dedicated Data M – nbn20/20 18Mbps download – 18Mbps upload ² with data overflow onto available Premium speed (eligibility criteria & fees apply).	Dedicated Data L – nbn50/50 45Mbps download – 45Mbps upload ² with data overflow onto available Premium Plus speed (eligibility criteria & fees apply).

Key things to consider when choosing your nbn speed		
Number of users online at the same time		
1–7 people with continuous or frequent business usage	1–15 people with continuous or frequent business usage	1–50 people with continuous or frequent business usage
User activities		
<ul style="list-style-type: none"> ✓ Emails and general web browsing ✓ Backing up data to the Cloud ✓ Video conferencing ✓ High definition video streaming ✓ Send/receiving large data files 	<ul style="list-style-type: none"> ✓ Multiple voice calls at the same time ✓ Social media management ✓ Website management ✓ Running an EFTPOS system ✓ High resolution image publishing 	

¹ FTTP = Fibre to the Premises. HFC = Hybrid Fibre Coaxial. ² Typical minimum busy period download/upload speeds (9am-5pm weekdays).

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.

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-home wiring;
- network capacity and network traffic;
- the nbn technology type at your home; and
- where your modem is located.

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

For more information visit telstra.com/nbn-speeds
 If you would like this brochure in an alternative/accessible format, please call **13 2200**.

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.

You can opt to not move your home phone service to the nbn, 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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