



Key Facts Sheet: nbn™ Services (FTTN/B/C).¹

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

Speed options for Telstra Business Broadband plans and Telstra Small Business Bundles & Broadband plans	
Standard Plus Speed – nbn50  44Mbps download 15Mbps upload ² Included with Telstra Business Broadband and Telstra Small Business Broadband plans	Premium Evening – nbn100  88Mbps download 30Mbps upload ² Speed Boost option if eligible (fees apply)
Committed Information Rate (CIR) options for Telstra Business Broadband plans only	
Dedicated Data S – nbn10/10 9 Mbps download – 9 Mbps upload ² with data overflow onto available Standard Plus speed (eligibility criteria & fees apply)	Dedicated Data M – nbn20/20 18 Mbps download – 18 Mbps upload ² with data overflow onto available Premium 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
User activities	
✓ Emails and web browsing ✓ Backing up data to the cloud ✓ Video conferencing	✓ Online gaming ✓ Running an EFTPOS system ✓ Website management ✓ Sending/receiving large data files

¹ Fibre to the Premises. HFC = Hybrid Fibre Coaxial.

² Typical busy period download/upload speeds 9am-5pm weekdays.

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 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
If you would like this brochure in an alternative/accessible format, please call **13 2200**.

