




# Key Facts Sheet: nbn™ Services (FTTP & HFC)<sup>1</sup>.

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

Speed options for Telstra Business Bundles & Broadband plans and Telstra Small Business Bundles & Broadband Plans		Speed option for Telstra Business Broadband plans only
<b>Standard Plus – nbn50</b>  <b>44Mbps download 15 Mbps upload<sup>2</sup></b> Included with Telstra Small Business Broadband Plans, Telstra Business Bundles and Telstra Business Broadband plans.	<b>Premium – nbn100</b>  <b>88Mbps download 30Mbps upload<sup>2</sup></b> Speed Boost option if eligible (fees apply).	<b>Premium Plus – nbn250</b>  <b>200Mbps download 80Mbps upload<sup>2</sup></b> Speed Boost option if eligible (FTTP only, fees apply).
Committed Information Rate (CIR) add-on options for Telstra Business Broadband plans only		
<b>Dedicated Data S – nbn10/10</b> 9Mbps download – 9Mbps upload <sup>2</sup> with data overflow onto available Standard Plus speed (eligibility criteria & fees apply).	<b>Dedicated Data M – nbn20/20</b> 18Mbps download – 18Mbps upload <sup>2</sup> with data overflow onto available Premium speed (eligibility criteria & fees apply).	<b>Dedicated Data L – nbn50/50</b> 45Mbps download – 45Mbps upload <sup>2</sup> 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		
<b>1–7 people</b> with continuous or frequent business usage	<b>1–15 people</b> with continuous or frequent business usage	<b>1–50 people</b> with continuous or frequent business usage
Use activities		
<ul style="list-style-type: none"> <li>✓ Emails and browsing web browsing</li> <li>✓ Backing up data to the Cloud</li> <li>✓ Video conferencing</li> <li>✓ High definition video streaming</li> <li>✓ Send/receiving large data files</li> </ul>	<ul style="list-style-type: none"> <li>✓ Multiple voice calls at the same time</li> <li>✓ Social media management</li> <li>✓ Website management</li> <li>✓ Running an EFTPOS system</li> <li>✓ High resolution image publishing</li> </ul>	

<sup>1</sup> FTTP = Fibre to the Premises. HFC = Hybrid Fibre Coaxial.

<sup>2</sup> Typical busy period download/upload speeds (9am–5pm weekdays).

## 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-premise 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 interferences can help. Wi-Fi boosters can also help.

## 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.

For FTTP connections, battery backup is available to customers with Priority Assist, 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're 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 Fire Alarms or Lift Emergency Phones with with [nbn co's Fire Alarm and Lift Emergency Phone Register](#).

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