

Business NBN Plans



Key Facts Sheet - Standard NBN Services

NBN Speed Tier	25/5	25/10	50/20	100/20	100/40
Number of Users	1-3	1-3	3-6	6-9	6-9
Typical Peak DL Speed	24Mbps	24Mbps	48Mbps	97Mbps	97Mbps
Typical Peak UL Speed	5Mbps	9Mbps	18Mbps	18Mbps	37Mbps
Email / Browsing	✓	✓	✓	✓	✓
4K Video Streaming	✗	✗	✓	✓	✓
DL / UL Large Files	✗	✗	✓	✓	✓

NBN Network Speeds

NBN speed tier information used above represents the maximum possible speed that is available during off-peak periods. Typical peak busy period hours are usually from 7pm to 11pm. You will usually experience lower speeds than the speed tier above, therefore you should refer to the typical speeds above when selecting a plan.

Actual throughput speeds may be slower and vary due to factors outside our control such as (but not limited to) Wi-Fi signal strength and interference, too many users, server capacity connected to and hardware limitations.

If your premises is connected via FTTB, FTTN or FTTC, speeds can further be affected by the length and quality of the copper component of the circuit, inside and outside your premises. We are unable to determine these factors until after you connect with us. If it is determined that your connection cannot support your chosen NBN speed tier, the following options are available:

- If you are happy with the speeds attained, you may stay on your chosen plan
- You may change your plan at no cost
- You may cancel your plan and receive a full refund

Critical Equipment on the NBN

Some equipment may suffer from serviceability issues when connected over the NBN, such as medical alarms, security alarms, fax machines, EFTPOS machines and lift emergency phone lines. For further information please contact the manufacturer or supplier of any affected equipment.

NBN and Power Outages

The NBN network does not function during a power outage. This will affect your internet access (and telephone if you are using a telephone service delivered over the NBN).