





Business Everyday (nbn™ tier 50/20 <sup>1</sup> )	Business Select (nbn™ tier 100/20 <sup>1</sup> )	Business Pro+ (nbn™ tier 100/40 <sup>1</sup> )	Business Elite (nbn™ tier 250/25 <sup>1</sup> )
 <p><b>44Mbps</b> typical busy period speed<sup>2</sup></p>	 <p><b>80Mbps</b> typical busy period speed<sup>2</sup></p>	 <p><b>80Mbps</b> typical busy period speed<sup>2</sup></p>	 <p><b>230Mbps</b> typical busy period speed<sup>2</sup></p>
1-7 users with continuous or frequent commercial usage	1-10 users with continuous or frequent commercial usage	1-15 users with continuous or frequent commercial usage	9-20 users with continuous or frequent commercial usage
<ul style="list-style-type: none"> <li>✔ Making phone calls (VoIP)</li> <li>✔ Emails &amp; web browsing</li> <li>✔ Video conferencing</li> <li>✔ Running an EFTPOS system</li> <li>✔ High Definition (HD) streaming</li> <li>✘ UHD/4K streaming</li> </ul>	<ul style="list-style-type: none"> <li>✔ Making phone calls (VoIP)</li> <li>✔ Emails &amp; web browsing</li> <li>✔ Video conferencing</li> <li>✔ Running an EFTPOS system</li> <li>✔ High Definition (HD) streaming</li> <li>✔ UHD/4K streaming</li> <li>✔ Accessing cloud/server based services</li> </ul>	<ul style="list-style-type: none"> <li>✔ Making phone calls (VoIP)</li> <li>✔ Emails &amp; web browsing</li> <li>✔ Video conferencing</li> <li>✔ Running an EFTPOS system</li> <li>✔ High Definition (HD) streaming</li> <li>✔ UHD/4K streaming</li> <li>✔ Accessing cloud/server based services</li> </ul>	<ul style="list-style-type: none"> <li>✔ Making phone calls (VoIP)</li> <li>✔ Emails &amp; web browsing</li> <li>✔ Video conferencing</li> <li>✔ Running an EFTPOS system</li> <li>✔ High Definition (HD) streaming</li> <li>✔ UHD/4K streaming</li> <li>✔ Accessing cloud/server based services</li> <li>✔ 8K streaming</li> </ul>

<sup>1</sup> This represents the underlying speed tier that your nbn™ plan is on and represents the maximum possible during off-peak periods.

<sup>2</sup> This represents the average measured download speeds between 9am and 5pm.

### FTTB/FTTC/FTTN speeds

Until your service is activated we are unable to confirm your maximum attainable speed. If it is found that the network infrastructure underlying your connection to the nbn™ is not capable of providing the speed tier you have nominated, you can change your plan to a lower speed tier or cancel your service at no cost.

### Power outages

In most cases nbn™ services will not function during a power failure.

### Medical and security alarms

Before entering into a consumer contract, you should first contact your alarm provider to assess whether your alarm is compatible with an nbn™ service. If your alarm is not compatible, you'll need to identify what alternatives are available with your alarm provider.

### Factors affecting performance

Your speed or performance may be reduced by other factors such as:

- Set up at your premises (such as modem/router location and/or internal wiring);
- The number of simultaneous users/devices at the premises;
- The type of nbn™ technology available to you;
- Hardware and software configuration;
- Whether your device is connected by Wi-Fi rather than Ethernet cable;
- The type/source of content being downloaded;
- Limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use;
- Current local nbn™ traffic.

### Improving performance

To improve performance, we recommend placing your modem/router in a central position, away from electric appliances and connecting your devices via ethernet cable where possible.