



Business Everyday (nbn™ tier 50/20 ¹)	Business Select (nbn™ tier 100/20 ¹)	Business Pro+ (nbn™ tier 100/40 ¹)
 44Mbps typical busy period speed ²	 80Mbps typical busy period speed ²	 80Mbps typical busy period speed ²
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
<ul style="list-style-type: none"> ✔ Video conferencing ✔ Making phone calls (VoIP) ✔ Running an EFTPOS system 	<ul style="list-style-type: none"> ✔ HD video streaming ✔ Accessing cloud/server based services 	<ul style="list-style-type: none"> ✔ Emails & web browsing ✔ Website management & social media

¹ This represents the underlying speed tier that your nbn plan™ is on and represents the maximum possible during off-peak periods. ² 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, we will inform you and offer to change your plan to a lower speed tier.

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.

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.

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.

Power outages

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