Dialplan

Key Fact Sheet – NBN Business Internet

Valid From 1 July 2022

nbn™ plan (Speed Tier)	nbn™ 12/1	nbn™ 25/10	nbn™ 50/20	nbn™ 100/40
Typical busy period download speed (FTTP, FTTN, FTTB, HFC & FTTC)	12Mbps	19Mbps	42Mbps	83Mbps
Typical busy period download speed (Fixed Wireless)	N/A	N/A	N/A	N/A
Simultaneous Use	2-4 people	2-4 people	4-6 people	6+ people
Emails & Web Browsing	Yes	Yes	Yes	Yes
Music Streaming	Yes	Yes	Yes	Yes
1 HD Video Stream	Yes	Yes	Yes	Yes
Online Gaming	No	No	Yes	Yes
Multiple HD Video Streams	No	No	No	Yes
4K Video Streaming	No	No	No	Yes

nbn™ Speed Tier is the maximum speed possible outside of peak hours and is subject to the technical limitations of the nbn™ network. The Typical Busy Download Speed is the typical download speed you will experience between 7pm to 11pm nightly. *There are nbn™ Fixed Wireless regions that are experiencing service congestion due to limitations of nbn™ infrastructure. This congestion may significantly affect the performance of Fixed Wireless services.

Technical Limitations of the nbn™

If your electricity goes out, you won't be able to make telephone calls or use the Internet unless your nbn™ service is supplied over fibre with an nbn™ battery back-up unit, and you have an alternate electricity supply for your own equipment. Severe weather events, including heavy rain, may affect nbn™ Fixed Wireless services.

If you use a medical or security alarm, you must make your own enquiries to see if they are compatible with the nbn™ before signing up with us. If you do have one of these devices, we recommend using a mobile cellular service instead of the nbn™. If you do insist on using the nbn™, you should register your device on the nbn™ Medical Alarm Register at www.nbnco.com.au.

If your service is delivered over nbn's copper infrastructure, it is possible that you may not ever be able to achieve the Speed Tier speeds. If this is the case, we will recommend or move you to a Speed Tier appropriate for your circumstances, or you can cancel your service. Generally, speeds may be affected by: the quality of your modem, internal wiring in your home, the distance between your Wi-Fi modem and your devices, electrical and Wi-Fi interference, network or internet congestion, weather or infrastructure faults. You can contact us on 08 6197 9100 and we can assist you in diagnosing and resolving such problems.

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