

KEY FACTS SHEET: ENTERPRISE TC-4 NBN SERVICES (Typical Busy Period is 8AM – 5PM)

PLAN	Enterprise NBN TC-4 Plans (Standard Speeds)			Enterprise NBN TC-4 Plans (HFC/FTTP Only Speeds)		Enterprise NBN TC-4 Plans (Fast Upload – FTTP Only)		
	25/8	50/16	100/35	250/22	Ultrafast/40	250/90	500/185	Ultrafast/335
Typical Busy Period Download Speed	25 Mbps	50 Mbps	100 Mbps	250 Mbps	800 Mbps	250 Mbps	500 Mbps	800 Mbps
Typical Busy Period Upload Speed	8 Mbps	16 Mbps	35 Mbps	22 Mbps	40 Mbps	90 Mbps	185 Mbps	350 Mbps
Simultaneous Use	2 people	3 people	3-4 people	4+ people	4+ people	5+ people	5+ people	6+ people
What <i>can</i> you do during the Typical Busy Download Period	VoIP Calls Browsing Social Media Gaming Streaming Music Streaming HD Video 2x HD Video Streams OR 1x 4k Video Stream			VoIP Calls Browsing Social Media Gaming Streaming Music Streaming HD Video 3x HD Video Streams OR 2x 4k Video Stream				
What you <i>cannot</i> do during the Typical Busy Download Period	Downloading Large Files Streaming Multiple 4k Video							

Technical Limitations

- NBN services (including any phone services) will not work during power failures, unless you have Fibre To the Premise (FTTP NBN) and also have an NBN battery backup installed.
- NBN Fixed Wireless services are variable in speed and will be impacted by NBN Congestion
- Your speed or performance may be reduced by a wide range of factors; examples include poor quality router, wifi, wifi interference, poor wiring. We can assist you in what may be causing your issue and suggest ways to fix.
- NBN250 and NBN1000 are only available in prequalified FTTP and HFC areas.

If you use a medical or security alarm you must make your own inquiries to see if they are compatible with the NBN before you order our services. The provider of your medical/alarm service can advise on options if the NBN service is not suitable.

What happens if I cannot achieve the speeds?

If your service is connected using NBN Fibre to the Node, Basement or Curb (FTTN, FTTB or FTTC) we will test your service during the first few days of being connected and offer to adjust your ordered plan to one that better suits the line to your premises. Before we place an order we will also use any available technical data to determine the maximum speed we can deliver and may contact you before connection to suggest a slower plan.