







# KEY FACTS SHEET

## Business nbn™

Speed – how fast is it?

n25	n50 (Standard)	n100 (Faster)	n250 (Fastest)
<p><b>A</b></p>  <p>nbn™ Speed Tier n25<sup>1</sup> 21 Mbps download<sup>2</sup></p>	<p><b>B</b></p>  <p>nbn™ Speed Tier n50<sup>1</sup> 45 Mbps download<sup>2</sup></p>	<p><b>C</b></p>  <p>nbn™ Speed Tier n100<sup>1</sup> 91 Mbps download<sup>2</sup></p>	<p><b>D</b></p>  <p>nbn™ Speed Tier n250<sup>1</sup> 226 Mbps download<sup>2</sup></p>

<sup>1</sup>This indicates the maximum possible speed (Mbps) you can receive off-peak (5pm-9am). n50 Fixed Wireless services will be placed on Speed Tier n60/10.




<sup>2</sup>This is the typical download speed you can expect during busy periods (10am-3pm). It is not a guaranteed minimum speed.

If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your contract without charge (for FTTN, FTTC and FTTB connections only).



<sup>3</sup>n100 is not available on FTTN or Fixed Wireless.

<sup>4</sup>n250 is only available on FTTP.

Usage – what can I do with it?

n25	n50 (Standard)	n100 (Faster)	n250 (Fastest)
<p><b>2 – 3 People</b> at the same time</p>  <ul style="list-style-type: none"> <li>✓ Emails + Browsing</li> <li>✗ Online Gaming</li> <li>✗ HD Video</li> </ul>	<p><b>3 – 4 People</b> at the same time</p>  <ul style="list-style-type: none"> <li>✓ Emails + Browsing</li> <li>✓ Online Gaming</li> <li>✓ 1080p HD Video</li> </ul>	<p><b>5 People</b> at the same time</p>  <ul style="list-style-type: none"> <li>✓ Emails + Browsing</li> <li>✓ Online Gaming</li> <li>✓ Ultra HD/4k Video</li> </ul>	<p><b>5+ People</b> at the same time</p>  <ul style="list-style-type: none"> <li>✓ Emails + Browsing</li> <li>✓ Online Gaming</li> <li>✓ 4k &amp; 8k Video</li> </ul>

### Additional Notes

<p> <b>Technical Limitations</b></p> <p>Your NBN Service will not work during power failures unless connected using FTTP and an NBN battery backup power supply unit is installed and working. Your speed or performance may be reduced by other factors such as your in-office setup and wiring. Talk to SipSolutions about what you can do to improve performance. For example, elevating your router above the ground may improve your speed as electrical objects may act as a damper.</p>	<p> <b>Medical Alarms/Security</b></p> <p>Before entering into a consumer contract, you should find out if any medical or security alarm services are not compatible with an NBN service and you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm</p>
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