

Key Fact Sheet: NBN Services

TelcoHQ provides NBN services predominantly to businesses and this fact sheet relates to NBN use during usual business hours.

INFORMATION ON SPEED TIERS

NBN is available in a range of speed tiers. A speed tier is a theoretical maximum speed that is available during off-peak periods. The actual speed that you experience may be less, especially during busy periods. Details of the typical speeds you can expect and a recommendation of suitable plan for your usage can be found in the table below:

	nbn12 Speed Tier	nbn25 Speed Tier	nbn50 Speed Tier	nbn100 Speed Tier
Plan Name	12/1	25/1	50/20	100/40
Typical Peak Time Speed (8am – 6pm)	11Mbps	23Mbps	46Mbps	89Mbps
Typical Off-Peak Speed (6pm – 8am)	10Mbps	21Mbps	42Mbps	76Mbps
Suitable for:	Small businesses. Basic email and web browsing. Uploading large files may be slow.	Suitable for: 3+ users who need faster upload and download speed.	5+ users using the internet at the same time – suitable for transferring large files quickly.	Larger businesses with heavy internet use with even faster upload and download speeds.

INFORMATION ON FTTB/FTTC/FTTN SPEEDS

NBN services provided using FTTB/FTTC or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan we will inform you and offer to move you to a lower speed tier and refund any money that you have paid for the higher speed tier.

OTHER FACTORS THAT CAN AFFECT SPEED

A number of factors at your premises that may affect your internet speed. This includes your modem/router configuration, internal cabling and sockets, the number of users using the internet and the software and hardware connected to your NBN. Wifi performance is often affected by the position of your wifi device, thickness of walls and other electronic devices that may interfere with your wifi signal.

TECHNICAL LIMITATIONS DURING POWER OUTAGE

TelcoHQ does not provide a battery backup in case of a power outage at your property. This means in the event of a power outage you will not be able to use the NBN service or make/receive phone calls (including emergency phone calls) using a telephone service that runs over the NBN. Any back to base alarm or medical alarm connected to the NBN will also cease to work. We recommend ensuring that a mobile phone is always charged and within coverage in case you need to make emergency calls.

REQUIREMENTS OF MEDICAL AND SECURITY ALARMS

It is important to determine whether any medical or security alarms are compatible on the NBN before ordering an NBN service with TelcoHQ. If your alarm service is not compatible with NBN you should consult with your alarm provider for an alternative way for your alarm to operate over the NBN.