

KEY FACTS SHEET: NBN BUSINESS SERVICES



This information applies to the following TPG NBN plans delivered on fixed line connections (NBN FTTP, FTTB, FTTN, FTTC & HFC): NBN M Business Bundle, NBN L Business Bundle, NBN XL Business Bundle, NBN XXL Business Bundle.

Below indicates your NBN plan's typical download speeds and online usage during the busy period. The busy period is between 9am and 5pm, Monday to Friday.

NBN Speed Tier	NBN12	NBN50	NBN100
Speed Label	Basic	Standard Plus	Premium
Typical business hours speed (9AM-5PM)	12Mbps	50Mbps	90Mbps
# of simultaneous users / devices (approx.)	1-3	3-6	6-9
Making phone calls (VoIP)	✓	✓	✓
Email, social media & web browsing	✓	✓	✓
Standard Definition (SD) streaming	✓	✓	✓
High Definition (HD) streaming	x	✓	✓
UHD/4K streaming	x	✓	✓

NBN12, **NBN50** and **NBN100** indicate the underlying speed tier that your NBN plan is on and represent the maximum possible speed that is available outside the busy periods indicated above.

Factors at your premises that can affect data speeds and performance

Poor performance may be caused by...	You may be able to improve this by...
Poor WiFi signal strength or signal interference	Connecting devices via Ethernet cable or by placing your modem in an optimal unobstructed area near where you will normally use your WiFi devices.
Modem, WiFi router or network cables	Using current hardware with technical specifications suitable for your NBN plan.
Too many simultaneous users	Managing your business usage according to the above guide.

If your plan is delivered on NBN FTTP, FTTN or FTTC: your speeds are affected by the length and quality of the copper used by NBN Co. If NBN advises us that the maximum attainable line speed for your service doesn't support the speed tier of the plan you've chosen, we'll let you know. If you are satisfied with the speeds that you are getting, you do not need to do anything. If you are not satisfied, we will give you the option to:

- move (at no cost) to a lower speed tier plan of your choice and receive a refund to reflect the difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed tier plan offered by TPG you do not have this option); or
- cancel your plan at no cost and receive a refund of fees paid to date (including set up costs). If you choose this option you must notify us within 10 business days of receiving the information about your maximum attainable line speed from us.

Refunds should be processed within 30 days and the total refund amount will be specified in your account statement, once processed.

In the event of a power outage: NBN services will not function except for NBN FTTP services with a working battery backup unit installed.

Medical and security alarm services: Before switching to NBN, please contact your alarm provider to assess whether your alarm is compatible with an NBN service and identify available alternatives if your alarm services are not compatible.