Key Facts Sheet: Opticomm access network for Business.

Important information about the network speed options available with Telstra.

	Standard Plus Speed	Premium
Typical Busy Period Speeds (9am - 5pm weekdays)	50Mbps Download	100Mbps Download
	Speeds experienced may be lower due to the factors listed below. Typical busy period speeds are estimates only. We do not have sufficient data yet to calculate the typical busy period speeds. We will update this information once sufficient data is available.	
Available on:	Upfront Business Internet Plan Essential	Upfront Business Internet Plan Premium
# of people online at the same time on multiple devices	4-6 people	6-9 people
Voice Calls	✓	✓
Emails and Browsing	✓	✓
Social Media	✓	✓
SD Video Streaming	✓	✓
HD Video Streaming	✓	✓
4K Video Streaming	✗	✓
Multiple Devices 4K Video Streaming	✗	✗
8K Video Streaming	✗	✗
Online Gaming	✓	✓
Download and Upload Large Files	✓	✓
Multiple Devices Download and Upload Large Files	✗	✗

Typical busy period speeds.

'Typical busy period speed' is a measure of network speed to customer premises and is not a measure of customers' received in-premises speed experience. Not all customers may receive these speeds at all times.

Some factors impacting performance in the workplace.

Broadband speeds may be lower due to:

• the website you're visiting and their servers;
• Wi-Fi is less reliable than an Ethernet cable;
• the speed tier you are on;
• in-premises wiring;
• network capacity and network traffic;
• the technology type at your premises;
• where your modem is located; and
• your equipment and applications being used.

Setting up your modem in a central spot, away from your electrical appliances, can help. Wi-Fi boosters can also help.

Service and power outages.

Your service on the Opticomm service won't work during a power outage. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

If your premises has, or requires, critical safety devices such as medical, fire or back-to-base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary communications technology, such as a mobile network. Contact your critical safety device provider for more details.

Battery backup is available to customers with Priority Assistance, a medical or back-to-base alarm, lift phone or a voice-only service. Battery backup does not replace the potential need for secondary communications technologies to support critical safety devices.

Medical and security alarms.

If you have a back-to-base security alarm or medi-alert connected to your phone service, it's important you contact your medical or security provider to check if they're compatible with an **nbn** service and identify what alternatives are available.

For more information visit **telstra.com.au/small-business/internet/nbn/nbn-speeds-explained**
If you would like this brochure in an alternative/accessible format, please call **13 20 00**.