

# Key Facts Sheet: nbn® Services – Business

The information detailed within the Key Facts Sheet is applicable to Business nbn® plans only.

| Speed Label     | Business Standard    | Business 100/40        | Business Premium^ | Business Superfast^ | Business Ultrafast^   |
|-----------------|----------------------|------------------------|-------------------|---------------------|-----------------------|
| Optus nbn Plans | Business nbn Starter | Business nbn Essential | Business nbn Pro  | Business nbn Elite  | Business nbn Ultimate |

|                                              |           |            |            |             |             |
|----------------------------------------------|-----------|------------|------------|-------------|-------------|
| Typical Busy Period Download/ Upload Speeds* | 50/17Mbps | 100/34Mbps | 250/85Mbps | 500/170Mbps | 820/340Mbps |
|----------------------------------------------|-----------|------------|------------|-------------|-------------|

^Business Premium, Business Superfast and Business Ultrafast are only available to eligible customers and/or as part of selected plans only. It is your responsibility to ensure your BYO modem can achieve your Optus nbn Plan speeds and can be used with the Optus internet service.  
\*9am–5pm, Mon–Fri, excl. public holidays.

## Typical Busy Period Speeds

This is intended to represent the typical expected experience between 9am–5pm (Mon–Fri, excluding public holidays), which is the busy period for Business Internet traffic.

- It is not a guaranteed minimum speed. Excludes Fibre to the Node (FTTN), Fibre to the Basement (FTTB) and Fibre to the Curb (FTTC) lines with limited maximum line speeds.
- The actual speed experienced depends on a number of factors – see Technical Limitations below.

## FTTN, FTTB or FTTC

The maximum line speed is the fastest speed you can get from an nbn service at your address. If your maximum line speed is not available during service qualification, we'll confirm it when your service is working. If this means your line can't support your chosen plan speed or speed pack, we'll notify you of your remedies:

- Remaining on your current plan with no refund;
- If available, moving (at no cost) to a lower speed tier plan at a lower price and receive an applicable refund; or
- Exiting your plan without cost and receive an applicable refund (if any).

|                                    | 2–3 people        | 3–5 people      | 5+ people                                                      |
|------------------------------------|-------------------|-----------------|----------------------------------------------------------------|
| Recommended Pack                   | Business Standard | Business 100/40 | Business Premium/<br>Business Superfast/<br>Business Ultrafast |
| Email/Browsing/HD Streaming        | ✓                 | ✓               | ✓                                                              |
| Cloud Storage Services             | ✓                 | ✓               | ✓                                                              |
| Video Conferencing & Collaboration | 2–4 Users         | 2–5 Users^      | 5+ Users                                                       |
| 4K/UHD Streaming                   | 1–2 Users         | 3–4 Users       | 5+ Users                                                       |

## Technical Limitations/Factors Affecting Speed and Performance Include:

### nbn Infrastructure

The length and quality of the copper used.

### Age and Quality of Hardware/Software

This may include your modem, WiFi routers and whether you connect to the internet via Ethernet or WiFi.

### WiFi Signal Interference

WiFi signals may be interrupted if positioned too close to other devices like a security camera or cordless telephones. Elevating your WiFi modem off the ground in an open and central location away from any walls or other obstructions will reduce the impact of the factors mentioned.

### Number of Connected Devices

The number of devices being used at the same time.

### Network Congestion

There are times when more people are using the network at the same time.

### Where's the Content Coming From?

Content that comes from overseas and content from servers that aren't large enough to cope with demand.

### Power Failure

In most cases, nbn services will not function during a power failure. nbn battery backup isn't available through Optus. Other providers may offer this service on selected nbn access types.

### Medical/Security Alarms

You should contact your device provider to find out if your alarm or other devices will work before connecting to the nbn network and if not, what alternative solutions are available.