




# Key Facts Sheet: NBN Services



This information applies to the following NewVo NBN plans delivered on fixed line connections (NBN FTTP, FTTB, FTTN, FTTC & HFC): NBN Dedicated Voice, NBN Standard, Advanced and Premium plans. Below indicates your NBN plan's typical download speeds and online usage during the busy period. The busy period is 9am-5pm Monday-Friday for Business plans.

NewVo Broadband Speed Options		
Standard – NBN 25	Advanced – NBN 50	Premium – NBN 100
 <p>23.6 Mbps Download Typical Business Hours Speed (9am to 5pm Mon - Fri)</p>	 <p>46 Mbps Download Typical Business Hours Speed (9am to 5pm Mon - Fri)</p>	 <p>84 Mbps Download Typical Business Hours Speed (9am to 5pm Mon - Fri)</p>

What can you do with these speeds?		
2 People (approx.)	3-6 People (approx.)	6-9 People (approx.)
Online at the same time		
Email and Web Browsing Back up data to the cloud Video Conferencing	HD Video Streaming VOIP calls Running EFTPOS system	Website Management Sending / receiving large files Online gaming

NBN 25, NBN 50 and NBN 100 indicate the underlying speed tier that your NBN plan is on and represent the maximum possible speed that is available outside the periods indicated above.

### Some factors that can impact performance in the business premises:

The speed and performance of your broadband connection may vary due to many different factors including the quality of your on-premise wiring and setup, the size and construction of your premises relative to your WiFi coverage, the hardware and software configuration of devices being used as well as the type and source of the content you are attempting to access and exceeding the simultaneous users in the above guide.

### Possible ways to improve performance:

Ensuring your modem is centrally positioned in the premises to maximise WiFi coverage, WiFi boosters or upgrading your WiFi modem. Ensuring your on-premise wiring is of a good standard, the modem router is suitable for business use and the NBN plan selected. Upgrade to maximum download speed available and do not exceed the user expectations outlined above. organise backups to complete during non-core business hours.

### If your plan is delivered on NBN FTTB, FTTN or FTTC:

Your speeds are affected by the length and quality of the copper used by NBN Co. Once your service is activated, we will send you an email stating your line speed as determined by NBN Co (around 3 weeks after activation). If your line cannot support the speed tier that your NBN plan is on, you have the option to move to a lower speed plan (if available) or to change providers within 60 days without contract break fees.

### 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.

### In the event of a power outage:

NBN services will not function except for NBN FTTP services with a working battery backup unit installed.