

Key Facts Sheet: nbn® Business Enterprise Ethernet

nbn® Business Enterprise Ethernet – Low CoS			
100/100	250/250	500/500	1000/1000
Typical busy hour speed during 9 am-5 pm Mon-Fri: Best effort contention ratio ¹			
Up to 10	Up to 20	Up to 35	Up to 50
Emails and browsing Download & upload files Video Conferencing SD & HD Conferencing Voice calls Low priority application	Emails and browsing Download & upload files Video Conferencing SD & HD Conferencing Multi-voice calls Low priority application	Emails and browsing Download & upload files Video Conferencing SD & HD Conferencing Multi-voice calls Low priority application	Emails and browsing Download & upload files Video Conferencing SD & HD Conferencing Multi-voice calls Low priority application

¹ Typical busy hour speeds data is currently not available.

FACTORS THAT MAY IMPACT PERFORMANCE

Many different factors can impact Internet performance. These can include:

- The nbn speed tier you have purchased
- The nbn equipment at the premise
- The equipment you use and the location of your modem/router: We suggest selecting a location away from other electric appliances. You can also use Wi-Fi extenders to boost connectivity
- The age and/or condition of your internal wiring
- The network itself (congestion)
- Connecting to the Internet via a Wi-Fi network instead of an ethernet cable
- Wi-Fi Interference caused by nearby electronic equipment
- The number of devices online at the same time

POWER OUTAGE

In most cases, nbn services will not function during a power failure, this means you are unable to make or receive calls. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services.

MEDICAL/SECURITY ALARMS

You must consult with your device provider for advice before entering a contract. This will help determine if your device or service will work on the nbn® access network or what alternatives may be available.

NBN SPEEDS

The nbn speed tier for your service represents the theoretical maximum speeds attainable outside of peak hours. However, it's unlikely you'll experience these speeds. The actual speeds you encounter may be slower than the theoretical maximum for your tier, potentially limited by network demand.

Low Class of Service (CoS)

Low CoS handles traffic as Excess Information Rate only, meaning it operates on a 'best efforts' basis without contractual guarantees on network performance. This can lead to congestion during periods of high network usage. It is designed for non-critical, non-time-sensitive applications, making it ideal for activities like social media, Internet access, video conferencing, and email.