

Shoalhaven Internet

Est 1997

Key Facts Sheet: NBN Services

Small business nbn services - Typical business-hour speeds apply Monday-Friday, 9am-5pm. Advertised nbn speed tiers describe the maximum possible speed available during off-peak periods; actual speeds can be lower.

Plan	Advertised speed tier	Typical business-hour download	Guide to simultaneous office use
101	12/1 Voice only	N/A	Voice service only
102	12/1	12 Mbps	1-2 devices: email, web, VoIP; limited for multiple HD video sessions
111	25/10	25 Mbps	1-3 devices: email, cloud apps, video calls and HD streaming
131	50/20	50 Mbps	3-6 devices: general office use, video calls, cloud services
132	Fixed Wireless Plus up to 150/30	85 Mbps	5-10 devices: general office use, video calls and cloud services
143	100/40	91 Mbps	6-10 devices: multiple video calls, cloud apps and file transfers
152	250/100	210 Mbps	10-20 devices: heavier cloud use, backups and large transfers
141	500/50	425 Mbps	20-35 devices: high-volume office use and multiple high-definition sessions
154	500/200	425 Mbps	20-35 devices: high-volume office use with higher upload demand
150	750/50	637 Mbps	30-50 devices: larger offices and concurrent high-bandwidth use
156 / 160	1000/100 or 1000/400	894 Mbps	40+ devices: very high concurrency, large transfers and cloud workloads

Technical limitations. In most cases nbn services will not function during a power failure. Speed and performance can also be reduced by Wi-Fi signal quality, router capability, internal cabling, the number of active devices, the application or remote server being used, and network demand. Using Ethernet where practical, suitable business-grade routing/Wi-Fi equipment, good access-point placement and reducing simultaneous high-bandwidth use can improve performance.

FTTB, FTTC and FTTN services. If the physical line cannot support the selected speed tier, we will advise you after line information is available. Available remedies include moving to a suitable lower-speed plan with any required price adjustment/refund, or cancelling without penalty where required by the applicable nbn consumer protection rules.

Medical and security alarms. Before ordering, check with the alarm or equipment provider that any medical alarm, security alarm, EFTPOS, lift phone or other service you need to retain is compatible with nbn, and identify an alternative if it is not.

Speed basis. Typical business-hour figures for nbn50, Fixed Wireless Plus, nbn100, nbn250, nbn500, nbn Superfast and nbn1000 are based on Vocus Business Broadband nbn published performance data. The 12/1 and 25/10 values reflect the access-tier rate and should be reviewed

if Vocus publishes measured figures for those legacy tiers. Usage examples are a practical guide only, not a guarantee.

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