

Key Facts Sheet:

Express Premium Business nbn™



What speed can I expect?

Typical speed	90 Mbps download* 36 Mbps upload*
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* This is the typical download speed you can expect during work hours between 9:00am to 5:00pm. However, it is not a guaranteed minimum speed.

If your line doesn't allow you to reach the speed outlined above, you are free to cancel without penalty (for FTTN/C/B connections only).

What can I use my plan for?

Suitability and common uses during standard business hours.	<ul style="list-style-type: none">• 5-8 concurrent users• VoIP phone calls• Web browsing• Emailing• Social Media• UHD & 4K video streaming
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Technical limitations

Power failure

Your NBN service won't work during a power outage – unless your service is connected using FTTP and you have a working NBN battery backup power supply unit installed.

Security/medical alarms

Before you purchase our service, you should find out if any medical or security alarm services you want to use are compatible with the NBN. Contact your medical or security provider to check compatibility and identify what alternatives are available.

Factors that affect or reduce NBN speed

- NBN connection type (unfortunately, you have no choice in what this is).
- Device connection type (Ethernet cable is often more robust than Wi-Fi).
- Number of users at the same time (fewer is better).
- Modem location (aim to have it near your devices, no walls in the way).
- Network traffic and capacity (it will go slow if you have big downloads).
- How your premise is wired (a professional cable installer can work wonders).