Plans and their capabilities:

nbn™ Enterprise Ethernet Plan	100	250	500	1000
Estimated people online at the same time on multiple devices	5+	6-9	9-15	20+
*Typical business **download** speeds (9am-5pm)	Best Effort contention ratio			
*Typical business **upload** speeds (9am-5pm)	Best Effort contention ratio			
General Web Browsing and Email	√	√	√	√
Bidirectional Video/ Audio	√	√	√	√
Streaming Terminal Services	×	×	×	×
SQL Databases	×	×	×	×
Other delay sensitive applications	×	×	×	×

*Typical business speeds indicate the typical speeds that can be expected during business hours. Please note that this service has a best effort contention ratio.

Important Information

The performance and speed of your internet may vary according to a number of factors including the number of concurrent users accessing the internet. what they are doing e.g. streaming services, inadequate network equipment or large files being transferred.

our Enterprise NBN service provides flexibility, allowing us to tailor an NBN solution that precisely meets your business needs.

Limitations during a power outage

In the event of a power outage, your nbn™ service will not be operational.
This means that during a power failure, the NBN service and any telephone service that operates through the nbn™ will be unusable, including emergency calls. Furthermore, any back to base or medical alarm systems connected to the nbn™ will stop functioning. Therefore, it is suggested to keep a charged mobile phone within coverage in case of emergency situations.

Medical alarms/security

Prior to switching your internet service, you must determine whether any medical or security alarm services you may be using is compatible with an nbn™service. Please contact your medical or security alarm provider prior to ordering a new nbn™ service to ensure your services will work or what alternate options are available.

Pre-installation Requirements

In order to successfully deliver and supply nbn™ Enterprise Ethernet we require the customer to provide either a rack earth bar or communications earth terminal, according to specifications AS/NZS 3000:2008 (Electrical Installations & Wiring Rules Standards).

Characteristics of a Low CoS (Class of Service)

Frame loss ratio: Not specified
Frame delay: Not specified
Jitter (Inter frame delay variation): Not specified