Key Facts Sheet: NBN Services

Business nbn® 100/40 Bronze

Unlimited data · Bronze support · Available on FTTP and HFC, and selected FTTC and FTTN sites

This Key Facts Sheet explains the speed you can expect on this plan, what it can support and what can affect it, so you can compare nbn plans. Read it with this plan's **Critical Information Summary**.

1 Speed

Speed tier (download/upload)	Typical busy period download speed	Typical busy period upload speed	Busy period (every day)
100/40 Mbps	**94** Mbps	**36** Mbps	**7pm–11pm**

The speed tier is the maximum possible speed, available in off-peak periods. The typical busy period speed is what the average customer on this plan can expect from 7pm to 11pm, measured across the network that carries your service. Your connection type, line and equipment also affect your speed; see sections 3 and 4.

2 What this plan supports during busy periods

Common activities at the same time, each person on their own device	About how many
Email, web browsing and cloud software such as Microsoft 365 or Xero	**Up to 15 people**
HD video calls on Teams or Zoom	**Up to 8 people**
4K video streaming	**3 streams**
Calls on an internet (VoIP) phone system	**20+ calls**
Uploading a 1 GB file or backup at the typical upload speed	**About 4 minutes**

3 If your connection can't reach this speed

On FTTC and FTTN, the copper line to your premises can limit speed. If your line can't reach the 100/40 tier, we'll tell you after connection. You can move to a lower speed tier your line supports, at that plan's lower price, and we'll refund the price difference back to your connection date. Or you can cancel without an early termination charge.

4 Other things that affect your service

Your premises and equipment

Older routers, Wi-Fi range and interference, internal cabling and many devices in use at once can all reduce speed. Connect important devices by cable, place the router centrally and use one that supports this tier. Still slow? Call us and we'll check the line with nbn.

Power failures

NBN services will not work during a power failure unless the service is connected using FTTP and an nbn battery backup unit is installed and working. Keep a charged mobile phone for calls to 000.

Medical and security alarms

Before you sign up, ask your alarm provider whether your medical or security alarm will work on the nbn and, if not, what alternatives are available.

5 How this plan compares with our other nbn speed tiers

Speed tier (Mbps)	25/10	50/20	100/20	**100/40**	250/100	500/50	500/200	750/50
Typical download	23	47	94	**94**	250	500	500	750
Typical upload	9	18	18	**36**	89	44	178	44

Typical busy period speeds in Mbps, 7pm–11pm. Not every tier is available on every connection type. **Need help choosing?** Call 07 3173 1445 or email accounts@aandstc.com.au, Monday to Friday, 8am–5pm AEST.