Key Facts Sheet: NBN Services

Business nbn®250/100

Unlimited data · Standard support · Available on FTTP and HFC

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)
250/100 Mbps	**250** Mbps	**89** 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 41 people**
HD video calls on Teams or Zoom	**Up to 19 people**
4K video streaming	**10 streams**
Calls on an internet (VoIP) phone system	**20+ calls**
Uploading a 1 GB file or backup at the typical upload speed	**About 1 minute**

3 If your service is slower than expected

FTTP and HFC can deliver the full 250/100 tier to your connection box. If your speed stays well below the typical busy period speed, call us: we'll test the service and raise any network fault with nbn until it's fixed. If it still can't perform as it should, you can move to a lower speed tier at its lower price at any time.

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)	50/20	100/20	100/40	250/100	500/50	500/200	750/50	1000/100
Typical download	47	94	94	**250**	500	500	750	875
Typical upload	18	18	36	**89**	44	178	44	92

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.