Key Facts Sheet: NBN Services

Business nbn® 500/200 Gold

Unlimited data · Gold support · Available on FTTP

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)
500/200 Mbps	**500** Mbps	**178** 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	**50+ people**
HD video calls on Teams or Zoom	**Up to 39 people**
4K video streaming	**20 streams**
Calls on an internet (VoIP) phone system	**20+ calls**
Uploading a 1 GB file or backup at the typical upload speed	**About 45 seconds**

3 If your service is slower than expected

FTTP can deliver the full 500/200 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

At this speed, Wi-Fi and older devices are usually the limit. Use a router and devices with gigabit network ports, and connect important devices by cable. Still slow? Call us and we'll check the service 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)	100/40	250/100	500/50	500/200	750/50	1000/100	1000/400	2000/100
Typical download	94	250	500	**500**	750	875	875	1780
Typical upload	36	89	44	**178**	44	92	339	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.