

Key FactSheet: nbn[®] Services for Connect IP

Important information about the nbn network Access Service available with Telstra that can be used to connect a customer site to Telstra's Connect IP network service.

Plan (Telstra IP based data network service + nbn Access type with Traffic Class)	CIP Broadband over nbn (TC4)	CIP Ethernet over nbn (TC2)	CIP Direct Fibre over nbn (EE High CoS)
Network Connection Types	FTTP FTTN FTTB HFC ¹ Fixed Wireless ²	FTTP FTTN FTTB	Ethernet
Contention ³	Contended	Uncontended	Uncontended
Information Rate Typical busy period: 9am – 5pm weekdays	Peak (PIR)	Committed (CIR)	Committed (CIR)
Number of concurrent users using separate device	5-10	10-20	20+
Email and web browsing	✓	✓	✓
Cloud storage services	✓	✓	✓
Collaboration tools	✓	✓	✓
Video conferencing or VoIP	✓	✓	✓

- For Hybrid Fibre Co-axial (HFC), nominal bandwidth options are up to a maximum download/upload of 250/25Mbps. Higher speed requests will require Service Qualifications (SQ).
- For Fixed Wireless, the nominal bandwidth options are 12/1Mbps, 25/5Mbps, 75/10Mbps. For the Fixed Wireless 12/1Mbps bandwidth option, common online activities that are unlikely to be satisfactorily supported due to the low download and upload data speeds include video conferencing, collaboration tools, watching HD video programs using video-streaming, transfer of large files.
- Uncontended services throughputs are unlikely to be affected by the number of simultaneous users on the nbn network. Contended services throughputs may vary with the number of simultaneous users and load in the nbn network.

nbn[®] tiers and typical busy period speeds.

The 'nbn[®] tier' figures in our advertising are not 'typical busy period speeds' and represent the maximum possible speeds during off-peak periods. The nbn[®] tier figures are not measures of customers actual in-premises speed experience, which may be slower. Not all customers may receive these speeds at all times.

We do not have sufficient data to calculate the 'typical busy period speeds' for these Plans. Speeds are instead described by Contention and Information Rate.

Some factors impacting speed and performance.

The speed or performance of your service may be impacted for various reasons including, but not limited to:

- Equipment and system limitations;
- Your maximum line speed achievable at the premises; and
- Network traffic for 'Contended' nbn access types

Ensuring compliance with your interface technical specifications will help. Setting up your modem in a central spot away from your electrical appliances may also help.

Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) speed test results and your options.

Your nbn service can never go faster than the maximum attainable speed available at your premises. If you are connecting to the nbn TC4 plan for the first time, we'll check your maximum attainable speed when your service is working.

If your line can't support the speed tier you're on, we'll send you an email with your speed results and the option to:

- remain on your current plan;
- move to a lower-priced plan (if one is available) and receive a

proportionate refund to reflect the period you didn't receive the full benefit of your plan; or

- cancel your plan at no cost and receive a proportionate refund to reflect the period you didn't receive the full benefit of your plan.

nbn service and power outages.

Your nbn service won't work during a power outage. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

If your premises has, or requires, critical safety devices such as medical, fire or back-to-base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary communications technology, such as a mobile network. Contact your critical safety device provider for more details.

For Fibre to the Premises (FTTP) connections battery backup is available. This does not replace the potential need for secondary communications technologies to support critical safety devices.

Medical and Security alarms.

If you have a Back to Base Security Alarm or Medi-Alert connected to your phone service, it's important you contact your medical or security provider to check if they're compatible with the nbn service and identify what alternatives are available. You'll need to arrange this before we move you to the nbn network, or your alarm may not work.

Remember to register with [nbn co's Medical Alarm Register](#).

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For more information visit [NBN Network Speeds from Telstra](#)
If you would like this brochure in an alternative/accessible format, please call **13 2000**.

