

Key Facts Sheet: nbn™ services (business)

This is essential information about the nbn network speed options available with NGV.

Our speed options

nbn12*	nbn25*	nbn50*	nbn100*#
			
9 Mbps download - average sampled peak speed [^]	20 Mbps download - average sampled peak speed [^]	44 Mbps download - average sampled peak speed [^]	88 Mbps download - average sampled peak speed [^]

What can you do at these speeds?

1-2 people with continuous or frequent business use	1-4 people with continuous or frequent business use	1-7 people with continuous or frequent business use	1-15 people with continuous or frequent business use
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User Activities

<ul style="list-style-type: none"> ✓ Emails and general web browsing ✓ Backing up data to the Cloud ✓ Video conferencing ✓ High definition video streaming ✓ Send/receiving large data files 	<ul style="list-style-type: none"> ✓ Multiple voice calls at the same time ✓ Social media management ✓ Website management ✓ Running an EFTPOS system ✓ High resolution image publishing
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* This is the maximum line speed possible outside of peak hours. It's unlikely that you will experience these speeds.

[^] Typical minimum busy period download speeds (9am – 5pm weekdays). Your actual speeds may be different due to various factors. FTTN/FTTB/FTTC/Fixed Wireless speeds to be confirmed once active. Fixed wireless speeds may be slower.

Only available on FTTP, FTTC & HFC customers in select areas.

We won't be able to confirm your maximum line speed until we've installed and activated your home to the nbn™. As soon as you're connected, we can check if your line can support the speed tier that you've chosen. If it can't, we can move you to a lower speed tier or you can choose to terminate your service.

IMPORTANT STUFF

Technical Limitations

Your nbn™ service won't work if your electricity goes out, unless you have a FTTP connection with an NBN backup battery installed. Battery backup is available to customers with Priority Assistance, a medical alarm, back to base alarm, lift phone or a voice-only service. Without the battery backup, this means you won't be able to make or receive telephone calls, even Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

Speeds may be affected by; the quality of your modem, in house wiring, network capacity and network traffic, the distance between your modem and devices, electrical and Wi-Fi interference from other Wi-Fi devices nearby and other Wi-Fi devices connected.

Setting up your modem in a central spot away from your electrical appliances can help and using an ethernet cable where possible as Wi-Fi is less reliable than an ethernet cable. Wi-Fi boosters can also help. We can help you to maximise your nbn™ performance. Just give us a call on 1800 007 648.

Medical and security alarms

If you have a medical or security alarm, check to see if they will work with an nbn™ connection before entering into a contract with us for an nbn™ service. If your medical or security alarm isn't compatible, see if there are any alternatives available by contacting your alarm supplier.

Remember to register with [nbn co's Medical Alarm Register](#) and [nbn co's Fire Alarm and Lift Emergency Phone Register](#).