

Speed Tier:	n25	n50	n100	n250	n500	n1000	n2000
Typical Busy Period Speeds (10am to 3pm)	24Mbps Download	48Mbps Download	98Mbps Download	245Mbps Download	490Mbps Download	800Mbps Download	To be confirmed*
	Speeds experienced may be lower due to the factors listed below. Actual speed confirmed post-connection for FTTN/B/C customers. For business use only.						
	FW, FTTN, FTTB, FTTC, HFC, FTTP		FW, FTTN, FTTB, FTTC	HFC, FTTP	FTTP		
Available on:	FW 25/5, 25/10^	50/20^, FW 100/20	100/40^, FW 250/20, FW 400/40	250/100	500/200	1000/400	2000/500
nbn® Enhanced SLA^	N/A	N/A	nbn® Enhanced-12 SLA (excl. FW)		nbn® Enhanced-4 SLA		
# of people online at the same time on multiple devices	1-2 People	4-6 People	6-9 People	6-9 People	6-9 People	10-15 People	15+ People
Voice Calls	✓	✓	✓	✓	✓	✓	✓
Emails & Browsing	✓	✓	✓	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓	✓	✓
Video Conferencing	✗	✓	✓	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓	✓	✓	✓
HD Video Streaming	✗	✓	✓	✓	✓	✓	✓
4K Video Streaming	✗	✗	✓	✓	✓	✓	✓
Multiple Devices 4K Video Streaming	✗	✗	✗	✓	✓	✓	✓
8K Video Streaming	✗	✗	✗	✗	✓	✓	✓
Download & Upload Large Files	✗	✓	✓	✓	✓	✓	✓
Multiple Devices Download & Upload Large Files	✗	✗	✗	✗	✓	✓	✓
Using Cloud-Based Business Apps	✓	✓	✓	✓	✓	✓	✓
Publishing 4K Content	✗	✗	✗	✓	✓	✓	✓
VPN and Remote Working Activities	✗	✗	✓	✓	✓	✓	✓

*Typical busy period speed (10am-3pm) is being measured and will be published when available. ^Not available on Fixed Wireless. ^For full details of inclusions and exclusions of the nbn® Enhanced SLAs, please refer to the Internet Service Schedule available on our website: <https://www.telair.com.au/policies/>.

Technical Limitations

Your nbn® service will not work during power failures. Your speed or performance may be reduced by other factors such as your in-office setup, modem performance, and wiring. Talk to us about what you can do to improve performance. For example, elevating your router above the ground may improve your speed as electrical objects may act as a damper.

Medical Alarms/Security

Before entering into a consumer contract, you should find out if any medical or security alarm services are not compatible with an nbn® service and you should identify what alternatives are available.

You can do this by contacting the provider of your medical or security alarm service.

Speed Assertions

nbn® speed tier names (e.g 100/40) indicate the maximum possible download speed (Mbps) you can receive off-peak (5pm-9am).

Typical speeds indicate the speed you could expect during busy periods (10am-3pm); they are not a guaranteed minimum speed.

If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your contract without charge (for FTTN, FTTC and FTTB connections only).