

Key Facts Sheet:

Superloop Internet on Totalbiz plans on Business nbn[®] Services

Important information about the nbn network speed options available with Superloop.

Totalbiz plans on Business nbn [®] ²	nbn [™] 50/20	nbn [™] 100/20	nbn [™] 100/40	nbn [™] 250/100	nbn [™] 500/50	nbn [™] 500/200	nbn [™] 750/50	nbn [™] 1000/100	nbn [™] 1000/400	nbn [™] 2000/100	nbn [™] 2000/200	nbn [™] 2000/500
Typical Business hr speeds ¹ Mbps	50/17	95/17	95/34	250/85	500/40	500/170	750/40	860/85	860/340	1700/85	1700/170	1700/425
Business size (Employees)	1-2	2-4	2-4	2-10	5-20	5-20	5-20	5-20	5-20	20+	20+	20+
Email and Browsing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Multi-line VoIP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Business applications	–	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Video Conferencing	–	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Download / Upload Large Files	–	–	–	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cloud applications	–	–	–	✓	✓	✓	✓	✓	✓	✓	✓	✓
High Volume Cloud Backup	–	–	–	–	–	✓	–	–	✓	✓	✓	✓
Simultaneous Conferencing and File Sharing	–	–	–	–	–	–	–	–	✓	✓	✓	✓

✓ = Supported (Works well at this speed); – = Not Recommended at this speed

¹ Typical Business hour speeds are based on the download speed test results of existing customers between 9:00 am - 5:00 pm and are subject to change. Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Superloop does not monitor or maintain. Wi-Fi connected devices may have slower speeds than Ethernet connected devices. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties. 250/100, 500/50, 500/200, 750/50, 1000/100, 1000/400, 2000/100, 2000/200, 2000/500 Plan speeds are only available at FTTP and limited HFC technology locations. WIFI connected devices may have slower speeds than Ethernet connected devices.

² The speed tier figures in our advertising represent the maximum possible speeds available during off-peak periods. Please visit the ACCC website for further information on plan names (standard, Standard Plus, and Premium) and what they mean at: [Broadband speeds | ACCC](https://www.accc.gov.au/consumers/broadband-speeds)

About Speeds

The nbn[™] speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn[™]. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, see about nbn[™] speeds.

Not all FTTN, FTTB, HFC or FTTC access lines support all speed tiers. Superloop cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line does not support your chosen speed tier, we will inform you and offer to move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

Things that can affect your nbn[™] service speed

There are a number of factors that can impact the actual speed delivered by your nbn[™] service: • The nbn[™] speed tier you have purchased • Modem Placement • How far your device is from your Wi-Fi modem • Interference to your Wi-Fi signal from other networks and electrical equipment • The age and performance of the wiring in your address • The capacity of the network and how much traffic it is carrying • The type of technology connecting your address • The speed of the website you're browsing • Your choice of wifi modem/router. Note that speed tier descriptors used in advertising and on our website represent the maximum possible speed available during off-peak.

Power outages and your nbn[™] service

Your nbn[™] service will not function during a power outage. During a power outage your business phone and internet service delivered via nbn[™] will not work because there will be no power to your modem. If this happens you will not be able to make or receive calls, including calls to Emergency Services. Your mobile phone should be fully charged just in case you need to make emergency calls. Your back-to-base alarm system or medical alarm which relies on an internet connection will not work.

Medical and Security Alarms

If you have a Security Alarm or Medical Alarm connected to your 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. With the nbn network being fully built and operational and the completion of mass disconnection from the legacy copper network, nbn closed the Medical Alarm Register on Friday 30 June 2023: <https://www.nbnco.com.au/learn/device-compatibility/medical-alarms>

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