

Key Facts Sheet

Superloop Probiz plans on Telstra Ethernet Access - Premium CoS

Important information about the Telstra wholesale on Telstra network speed options available with Superloop.

How fast is the plan? Probiz plans on Ethernet Access enabled by Telstra Wholesale on the Telstra Network.

Superloop Probiz plans on Telstra Ethernet Access				
100/100 Mbps	200/200 Mbps	500/500 Mbps	1000/1000 Mbps	2000/2000 Mbps
Typical Business Hour speed during workdays 9:00 am – 5:00 pm: 1:1 contention ratio: all data is given priority across the Telstra Wholesale network over best efforts residential & business traffic*				
2-10 employees online simultaneously	5-20 employees online simultaneously	20+ employees online simultaneously	20+ employees online simultaneously	20+ employees online simultaneously
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* Typical Business hour speeds data is currently not available.

Important Things to Know.

Telstra service will not work during a power outage. This means that you will not be able to make any calls using a service which relies on an active internet service to work (such as VoIP).

About Speeds.

- **Telstra Ethernet Access:** The speed and performance for your service is the theoretical maximum speed of the access line connecting your premises to the Telstra network. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network although all data allocated to Ethernet Access enabled by Telstra Wholesale on the Telstra Network - Premium CoS is given priority across the Telstra Wholesale network over best efforts residential and business traffic.
- **Mobile Backup:** The speed tiers on Telstra mobile access represent the maximum data speeds applied to downstream and upstream transmissions on the Telstra network. The typical speeds you will experience will vary depending on a range of factors and will not always be at or towards the top of the typical speed range. Depending on the speed tier selected, mobile access can experience typical 4G speeds of 2-50Mbps in the download and 1-10Mbps in the upload.

Things that can affect your service speed.

There are a number of factors that can impact the actual speed delivered by your service: • The speed tier you have purchased • Where you have placed your Wi-Fi modem • 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 business • The capacity of the network and how much traffic it is carrying • The speed of the website you're browsing.

Note: the speed tier descriptors used in advertising and on our website represent the maximum possible speed available.

Medical/Security alarms.

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

Premium Class of Service (CoS)

Premium CoS delivers traffic with a Committed Information Rate providing a reliable connection for very large and multi-site businesses. You will get 100% of the bandwidth at the Network Termination Unit (NTU) with all data allocated to this class of service is given priority across the Telstra network over best efforts residential and business traffic. Suitable for broad IPVPN connectivity allowing flexibility across all traffic types. There are numerous factors that can affect the speed at the endpoint, though, Premium CoS guarantees the speed at the NTU. Hence, it is best for Voice, hosted voice, VoIP, video conference, or other time sensitive applications.