

Key Facts Sheet

Superloop Probiz plans on Telstra Ethernet Access - Standard 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: Best Effort contention ratio*				
2-10 employees online simultaneously	5-20 employees online simultaneously	20+ employees online simultaneously	20+ employees online simultaneously	20+ employees online simultaneously
Web Browsing and Emails Download & Upload files quickly Video Conferencing VoIP Calls Low priority application	Web Browsing and Emails Download & Upload files quickly Video Conferencing Multi-line VoIP Calls Low priority application	Web Browsing and Emails Download & Upload files quickly Video Conferencing Multi-line VoIP Calls Low priority application	Web Browsing and Emails Download & Upload large files quickly. Video Conferencing. Multi-line VoIP Calls. Low priority application.	Web Browsing and Emails Download & Upload files quickly Video Conferencing Multi-line VoIP Calls Low priority application

* 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 Ethernet Access enabled by Telstra Wholesale on the Telstra Network - Standard CoS provides Best Effort contention ratio.
- **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.

Standard Class of Service (CoS)

Standard CoS delivers traffic as Excess Information Rate only and as such is "best efforts" only, which means that there are no contractual guarantees on the network performance and so may be subject to congestion at times of high network usage. It is ideal connection for multi-site VPNs and cloud-based applications. The most appropriate CoS for internet traffic or lower cost input to a SD-WAN solution and ideal for applications that are not time-sensitive such as social media, internet access and email.