

# Key Facts Sheet

## Superloop Probiz plans on Business nbn® Enterprise Ethernet – High CoS

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

### How fast is the plan?

| Superloop Probiz on business nbn® Enterprise Ethernet                                                                                                                                            |                                                                                                                                                                                  |                                                                                                                                                                                  |                                                                                                                                                                                  |                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 100/100 Mbps                                                                                                                                                                                     | 250/250 Mbps                                                                                                                                                                     | 500/500 Mbps                                                                                                                                                                     | 1000/1000 Mbps                                                                                                                                                                   | 2000/2000 Mbps                                                                                                                                                                   |
| Typical Business Hour speed during workdays 9:00 am – 5:00 pm:<br>1:1 contention ratio - all data is given priority across the nbn™ network over best efforts residential and business traffic.* |                                                                                                                                                                                  |                                                                                                                                                                                  |                                                                                                                                                                                  |                                                                                                                                                                                  |
| 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<br>Download & Upload large File quickly<br>Cloud Application<br>Video Conferencing<br>VoIP Calls<br>Time sensitive applications<br>Automation                            | Web Browsing and Emails<br>Download & Upload large File quickly<br>Cloud Application<br>Video Conferencing<br>Multi-line VoIP Calls<br>Time sensitive applications<br>Automation | Web Browsing and Emails<br>Download & Upload large File quickly<br>Cloud Application<br>Video Conferencing<br>Multi-line VoIP Calls<br>Time sensitive applications<br>Automation | Web Browsing and Emails<br>Download & Upload large File quickly<br>Cloud Application<br>Video Conferencing<br>Multi-line VoIP Calls<br>Time sensitive applications<br>Automation | Web Browsing and Emails<br>Download & Upload large File quickly<br>Cloud Application<br>Video Conferencing<br>Multi-line VoIP Calls<br>Time sensitive applications<br>Automation |

\* Typical Business hour speeds data is currently not available.

### Important Things to Know.

**NBN 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.

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 although all data allocated to Enterprise Ethernet on business nbn™ - High CoS is given priority across the nbn™ network over best efforts residential and business traffic.

### Things that can affect your 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 • 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 nbn service and identify what alternatives are available. You'll need to arrange this before we move you to the nbn network, or your alarm may not work.

### High Class of Service (CoS)

High CoS delivers traffic with a Committed Information Rate. You will get 100% of the bandwidth at the Network Termination Device (NTD) with all data allocated to this class of service is given priority across the nbn™ network over best efforts residential and business traffic. There are numerous factors that can affect the speed at the endpoint, though, High CoS guarantees the speed at the NTD. Hence, it is best for organisations that runs time sensitive applications that require real-time data to work best such as • Point of sale (POS) data needed by retailers and supermarkets • Data used by sensors or robotic machines in high end manufacturers • Architecture firms using data-intensive cloud-based applications in their design processes • CRM applications used by front-of-house contact centre agents • Design agencies, videographers, photographers etc regularly transferring large files time sensitive applications.

NBN services are not available to all areas or premises. nbn, NBN co and other nbn logos and brands are trademarks of nbn co limited and used under licence.