

Key Facts Sheet

Superloop Probiz plans on Business nbn® Enterprise Ethernet – Low 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: 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 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.

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 Enterprise Ethernet on business nbn™ - Low CoS provides Best Effort contention ratio.

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.

Low Class of Service (CoS)

Low 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 intended to support non-critical applications that are not time sensitive. Ideal for applications that are not time-sensitive such as social media, internet access and email.

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