







Important information about nbn™ network speed options available with innoTel.

innoTel predominantly provides nbn™ services to small & medium businesses and this fact sheet relates to nbn™ services for that purpose.

			
nbn™ Speed Tier	nbn25 Standard	nbn50 Standard Plus	nbn100 Premium
Speeds (download)			
Maximum possible speeds during business hours	22 Mbps	45 Mbps	90 Mbps
Typical Speeds during after-hours peak (6pm – 11pm)	15 Mbps	30 Mbps	60 Mbps
Suitable for	 1-2 Employees	 2-5 Employees	 5+ Employees
Common uses	Basic web browsing, email, 2 – 5 VoIP phones (2 concurrent calls)	Cloud based applications and services, 5 – 10 VoIP phones (5-10 concurrent calls)	Voice and Video Conferencing, Webinar Streaming, File sync & Sharing, Online Backup. 10+ VoIP phones (10+ concurrent calls)

Technical Limitations

innoTel's nbn™ services are not supplied with a battery backup power supply unit. This means in the event of a power outage, your broadband and phone services will not work. Your speed or performance may be reduced by other factors detailed below.

Factors impacting performance

Broadband speeds may vary due to:

- ▶ The website you are visiting and their servers
- ▶ Wi-Fi is less reliable than Ethernet cables. Where speeds are critical, avoid using Wi-Fi.
- ▶ Office/Building wiring, phone line quality & Interference from other electrical appliances.
- ▶ Network capacity and network traffic
- ▶ The nbn™ technology type at your premise
- ▶ Where your modem/router is located

Talk to innoTel about what you can do to improve performance.

FTTN, FTTB or FTTC customers.

If your premise is served by the Fibre to the Node (FTTN), Fibre to the Basement (FTTB) or Fibre to the

Curb (FTTC) service type, your speed will be confirmed by nbn™ when your service is activated. If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan without any exit fee charge.

Product Availability

innoTel's nbn™ services are only available within selected coverage areas. While we perform a preliminary qualification check for service availability, the service type and availability is subject to change based on detailed service qualification checks performed at the time of ordering.

Medical Alarms / Security

If you have a Back to base Security Alarm or Medical Alarm connected to your phone service, it is important that you contact your provider to check compatibility with the nbn™ service and check what alternatives are available.

You need to attend to doing this before contracting with us, otherwise your alarms may not work.

You should also register your Medical/Security Alarms with NBN Co's [Medical Alarm Register](#).