

## KEY FACTS SHEET

Prosum Business nbn® Plans - here you'll find some important information about our nbn® plans.

nbn® SPEED TIERS	100/40	250/100	1000/100
PROSUM BUSINESS nbn® PLANS	Essential	Advanced	Ultra
AVAILABLE CONNECTION TYPES	FTTP, HFC, FTTB, FTTC, FTTN	FTTP	FTTP & HFC
NUMBER OF DEVICES	Best for small offices and branches with <b>up to 10 users</b> online at the same time.	Ideal for medium offices and branches with <b>up to 20 users</b> online at the same time.	Great for larger offices and sites with <b>up to 50 users</b> online at the same time or for those that want the fastest speed we offer.
ESTIMATED TYPICAL BUSY PERIOD SPEEDS (9 AM - 5PM)	↓ 99Mbps ↑ 35Mbps	↓ 249Mbps ↑ 90Mbps	↓ 900Mbps ↑ 90Mbps
USAGE RECOMMENDATIONS	Connecting a few users at once to make voice & video calls, emails, browse online & stream video content in 4K.	Connecting some users at once to make voice & video calls, emails, browse online, stream video content in 4K & download large files quickly.	Many users that are constantly online using cloud-based apps, voice & video calling, emails, browse online, stream video content in 4K & download large files quickly.

## FACTORS THAT MAY AFFECT YOUR BROADBAND SPEEDS

Actual speeds can vary and will be confirmed once your NBN service is activated. The performance and speed of your connection depend on a range of factors, including:

- Network congestion – peak times can slow speeds.
- Number of users – more connected devices mean more shared bandwidth.
- Your plan tier – higher tiers provide faster speeds.
- Equipment setup – modem quality and configuration play a key role.
- Connection type – Wi-Fi performance may be slower than Ethernet.
- In-premises wiring and modem placement – poor wiring or positioning can reduce performance.
- NBN technology type – speeds may vary depending on the NBN technology at your premises.
- Electrical interference – appliances or heavy network traffic can impact speed.

## TIPS FOR BETTER PERFORMANCE

- Place your modem in a **central, elevated location** away from walls and appliances.
- Use **Ethernet cables** for key devices like PCs, TVs, or gaming consoles.
- Consider a **Wi-Fi booster** or mesh system for larger spaces.

If your speeds aren't meeting expectations, contact [Prosum Support](#) – we'll help identify the issue and recommend the right plan for your needs.

## IMPORTANT INFORMATION ABOUT POWER OUTAGES & CRITICAL DEVICES

Your NBN service will not operate during a power outage, including for Emergency '000' calls.

If you rely on critical devices such as:

- Medical or fire alarms
- Back-to-base security systems
- Lift phones
- Fax machines
- Certain email or monitoring services

Please:

1. Confirm compatibility with your device provider.
2. Consider a backup option, such as a mobile service, to stay connected in an emergency.

Always check with your device provider before switching to NBN to ensure compatibility and discuss suitable alternatives.

## CONTACT PROSUM

Need help or advice?

- Call: 1300 007 229
- Email: [support@prosum.com.au](mailto:support@prosum.com.au)

Our friendly support team is here to make sure your connection works just the way you need it.