

Key Fact Sheet – SLNET NBN

Bandwidth Tier	Typical average download speeds during business hours*	Recommended for
Basic 25/5*	24Mbps	Small business (5 or less users) For general web browsing and email
Standard 50/20*	48Mbps	Small & medium business (up to 20 users) For streaming videos, web browsing and running SIP Services
Advanced 100/40*	93Mbps	Larger business (20+ users) Any business using cloud services or with a largely remote workforce or high-end 4K video streaming

*Typical business hours speed is measured between 9am - 5pm. If your line does not support your chosen connection tier, we will inform you and offer to change your connection tier or terminate your service. Fixed Wireless speeds may be significantly impacted by congestion.

Factors that may impact performance

- Your Equipment (modems, routers, network cables)
- Internal Wiring issues
- Network Congestion
- Poor WIFI Signal
- Too many simultaneous users
- High volume upload or download

Power Outage

NBN™ services will not function in the event of a power outage

Medical & Security Alarms

Please contact your alarm provider before switching to Screwloose NBN to ensure your services are compatible with NBN products. If they are not compatible, talk to your alarm provider about alternatives prior to installing NBN.