Key Facts Sheet

Neoloop Business Services

The below table indicates your maximum and typical Neoloop Networks plan download/upload speeds and the types of activities you can use each plan for.

Plan	TBA	Business 50	Business 100	Business 200	TBA	TBA	TBA	TBA
Maximum Plan Speed (Download/Upload)	0 Mbps / 0 Mbps	50 Mbps / 50 Mbps	100 Mbps / 100 Mbps	200 Mbps / 200 Mbps	0 Mbps / 0 Mbps	0 Mbps / 0 Mbps	0 Mbps / 0 Mbps	200 Mbps / 200 Mbps
Typical Evening Speed (7pm-11pm)[1]	0 Mbps / 0 Mbps	50 Mbps / 50 Mbps	100 Mbps / 100 Mbps	200 Mbps / 200 Mbps	0 Mbps / 0 Mbps	0 Mbps / 0 Mbps	0Mbps / 0Mbps	200Mbps / 200 Mbps
How many simultaneous devices/users can this speed support?	2	2+	3+	6+	6+	6+	6+	6+
Available on these technologies [2]	All	All	All	FTTP	FTTP	FTTP	FTTP	FTTP
What can you do at your plan speed?								
Email & web browsing	✓	✓	✓	✓	✓	✓	✓	✓
VoIP phone calls	✓	✓	✓	✓	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓	✓	✓	✓
HD streaming	✓	✓	✓	✓	✓	✓	✓	✓
4K streaming	✗	✓	✓	✓	✓	✓	✓	✓
Work from home	✓	✓	✓	✓	✓	✓	✓	✓
Online gaming	✓	✓	✓	✓	✓	✓	✓	✓
Download and upload large files	✗	✓	✓	✓	✓	✓	✓	✓

1. Speeds you experience may be lower and will vary throughout the day, particularly during the evening period (7pm-11pm). Actual speeds may be impacted by local area congestion, your usage and by other factors as outlined below.
2. Plan availability varies by the technology at your address and additional restrictions of Neoloop Networks may limit availability. Check availability at airtel.au.

Factors that can impact the performance of your connection at the premises

- Your own Wi-Fi capacity and coverage area
- Location of your router
- Internal wiring
- Network capacity and network traffic
- The website/content you're accessing and its capacity and capability
- Wired connections are more reliable than Wi-Fi for connectivity

Service during power outages

Please note that during a power outage, your Neoloop Networks service will not work. Your internet connection works through your router which requires power to operate. Further, Neoloop Networks infrastructure in your area may also lose power which will affect your connection. If you have a phone service that runs over your Neoloop Networks service, this will also not work during a power outage and you will not be able to make emergency '000' calls. You will need to use a mobile phone in these circumstances to contact emergency services.

Medical and security alarms

Airtel AU does not guarantee that your medical or security alarm will work on our network. If you require priority assistance or have life critical medical equipment that requires an internet connection, we recommend that you use a provider that supports these services. You must confirm that your medical or security alarm is compatible with Neoloop Networks before switching your service to Airtel AU

More information

If you have any queries, please contact Airtel Australian-based customer service team via https://airtel.au/contact-us/.

This documentation is a summary only. Full Terms & Conditions of this service are available on the Airtel AU website.

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