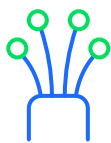


NBN[®] BUSINESS SERVICE



A fast and reliable broadband is a crucial ingredient for Australian businesses. When your connection works smoothly, so can your operations. That's why we've developed nbn Business Service Pro and nbn Business Service Essentials.[^] nbn service is here to keep your business moving with commercial installations, fast fault restoration targets and wholesale-level service monitoring, all delivered through your preferred service provider.

Here in the moments that matter



Connect

Our nbn business specialists work with you and your service provider to prepare your business to connect.



Restore

Fast fault restoration targets to assist your business with getting back online as soon as possible.



Monitor

Wholesale-level service monitoring post-installation and after a fault is restored.[§]

[^]nbn Business Service is not available on the nbn Fixed Wireless or satellite network. Not all providers offer plans based on the full range of wholesale nbn business products, product features and services. Availability of wholesale nbn business products, product features and services depends on your access technology and area. Ask your preferred provider if they offer plans based on these wholesale nbn business products, product features and services in your area. [§]nbn Business Service – Connect Monitoring is for 30 calendar days following a Fibre to the Premise (FTTP) installation. nbn Business Service – Assurance Monitoring is for 7 calendar days following a service event where a fault is found. nbn will continue to monitor the service for these periods of time and notify the service provider should issues occur

BUSINESS SUPPORT YOU CAN COUNT ON



Connect

- nbn business specialists work with you and your service provider to prepare your business to connect.
- Flexible appointment windows for connections, including after-hours installations.
- Fibre upgrades tailored to the diverse needs of your commercial spaces.

Restore

- Fault restoration options supported 24/7, 365 days a year.
 - 4-hour fault restoration target with Business Service Pro.[†]
 - 12-hour fault restoration target with Business Service Essentials.[†]
- Flexible appointment windows for on-site fault restoration.

Monitor

- 24/7 monitoring and troubleshooting option for seven days following a fault restoration.
- Upgrading to nbn Fibre to the Premises (FTTP)? Receive 24/7 monitoring and troubleshooting for 30 calendar days following installation.

Check with your provider about the Business Service options available to you,[‡] so you can focus on the business of doing great things.



nbn Business Service Centre

Based in Australia, the nbn Business Service Centre works with service providers to help your business connect and stay connected.*

Experienced connection and restoration teams work closely with specialist nbn field technicians and your service provider to deliver a service you can rely on.



[†]The fault restoration times described above apply to premises in urban areas or other areas where no site visit is required. Fault rectification time may vary depending on the location of the premises; and all times refer to what we offer to providers – which may differ to the times they offer you. Not all providers offer plans based on the full range of nbn's enhanced service levels. Not all your faults with a retail service will relate to a fault with the nbn network. Faults may relate to matters in a provider's network, your premises equipment, or network resources being accessed. [‡]nbn Business Service is not available on the nbn Fixed Wireless or satellite network. Not all providers offer plans based on the full range of wholesale nbn business products, product features and services. Availability of wholesale nbn business products, product features and services depends on your access technology and area. Ask your preferred provider if they offer plans based on these wholesale nbn business products, product features and services in your area. *Some preliminary Connect support functions are performed by our offshore business service specialists who are not part of the Business nbn Service Centre which is based in Melbourne, Australia