

# GET THE MOST OUT OF YOUR BUSINESS

Fast and reliable broadband is a crucial ingredient for Australian businesses. Understanding how your business connects and your usage patterns, will help you choose a solution that best supports performance and growth.



When selecting an nbn® plan with your preferred service provider, consider:

## TECHNOLOGY



To choose the best speed tier for your requirements, you'll need to check which technology is available at your address. If you've got access to nbn Fibre to the Premises (FTTP) or Hybrid Fibre Coaxial (HFC), then these nbn Business Plans\* are available to you.

Your business could also be eligible for a full fibre (FTTP) upgrade and you may consider switching to fibre to enjoy greater reliability (than our copper-based technologies) and access to fast speed tiers, available with options for business-grade installations.

## SPEED



Discover upload and download speeds that support the way your business works and grows.

**Fast downloads:** Enable quick access to cloud platforms, files and applications. Keeping teams connected and collaboration seamless, even during peak usage periods.

**Fast uploads:** Power efficient sharing, high-quality video calls and swift delivery of creative content and large files across digital channels.

## SERVICE



Internet downtime can disrupt your business. nbn Business Service<sup>A</sup> is designed to get you connected and keep you online by providing enhanced support through your service provider. So that you can focus on the business of doing great things.

## OPTIMISE



Your setup matters. The way your internet equipment is set up can influence the speed and reliability of your connection. Consider reviewing how your employees, devices and applications connect or bring in an IT expert to help optimise performance.

Want to learn more?  
Click [here](#).



# NBN BUSINESS PLANS

	nbn Business 250 Essentials	nbn Business 500 Pro	nbn Business ~1000 Pro	nbn Business 2000 Pro
<b>Maximum wholesale speeds:*</b>	250/100Mbps	500/200Mbps	~1000/400Mbps*	2000/500Mbps^
<b>nbn Business Service:°</b>	nbn Business Service Essentials	nbn Business Service Pro		
<b>Fault restoration targets offered to providers:°</b>	Within 12 hours, 24/7, 365 days	Within 4 hours, 24/7, 365 days		
<b>Available on:</b>	FTTP and HFC	FTTP		
<b>Designed to support:°</b>	<p>Smooth video calls even if others in your business are online</p> <p>Emails and web browsing</p> <p>Concurrent cloud-based application usage</p> <p>Support guest Wi-Fi</p> <p>Download a 10GB file within 8 minutes</p> <p>Upload a 1GB file within 3 minutes</p>	<p>Smooth quality video calls, even while downloading files or when others are online</p> <p>Emails and web browsing</p> <p>Frequent and concurrent cloud-based application usage</p> <p>Rapid guest Wi-Fi</p> <p>Download a 10GB file within 5 minutes</p> <p>Upload a 1GB file within 2 minutes</p>	<p>Seamless, high-quality video calls, even while downloading files or when others are online</p> <p>Emails and web browsing</p> <p>Heavy and concurrent cloud-based application usage</p> <p>Rapid guest Wi-Fi</p> <p>Download a 10GB file within 4 minutes</p> <p>Upload a 1GB file within 1 minute</p>	<p>Highly reliable and seamless high-quality video calls even while downloading files or when multiple users are online</p> <p>Emails and web browsing</p> <p>Heavy and concurrent cloud-based application usage</p> <p>Rapid guest Wi-Fi</p> <p>Download a 10GB file within 2 minutes</p> <p>Upload a 1GB file within 1 minute</p>

## SERVICE YOU DESERVE

**Business Service is included as part of every nbn Business Plan.**

Check with your provider on the Business Service benefits that may be available to you, such as:



Business specialists supporting you on the ground and behind the scenes.



Flexible appointment windows for connections and restorations, including after hours options.



Fast fault restoration targets available<sup>#</sup> (including 24/7, 365 days availability).



Wholesale-level service monitoring after a fibre installation or following a fault restoration.<sup>§</sup>

\*Wholesale speeds quoted are not end user speeds. They represent the maximum speeds nbn provides to internet providers. Your experience (including speeds) depends on factors such as your nbn<sup>®</sup> access technology, chosen internet provider, configuration over which services are delivered to your premises, internet plan, usage during busy periods, your equipment, setup and number of concurrent online devices at your premises. ~1000/400Mbps: Regardless of the retail service you purchase, the actual wholesale download speeds delivered to providers will be less than 1Gbps due to equipment and network limitations.

°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 and availability depends on your access technology and area.

^Service availability and timing will depend on phone and internet providers offering nbn Business 2000 Pro and is subject to service qualification.

#The fault restoration target times described are for urban areas or where no site visit is required and may vary depending on the premises location; and all times refer to what we offer to providers – which may differ to what 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 (and may instead relate to matters in your provider's network, your premises equipment or network resources being accessed).

§Activities and timeframes described based are on testing conducted in nbn product labs of nbn wholesale HFC and FTTP products, at the retail level based on the peak achievable speed of that speed tier. An end user's experience will be impacted by various factors like those described above.

§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.