



business **nbn**® Services

Providing you with a business-grade experience with up front and ongoing support via a service provider to help keep your business online and thriving*.

Fast and reliable broadband is not just a nice to have – it’s a critical ingredient in business success today. Businesses across Australia* rely on high-speed internet connectivity to help enable their day-to-day operations like video-conferencing, cloud-based applications and security systems as well as mission-critical activities like managing data and point-of-sales*. That’s why we’ve developed business **nbn** Services. A range of purpose-built support services that are designed to provide you with a business-grade connection service up front, and ongoing support via a provider – to help keep you online and thriving when it matters*.

What this means for you



Get up and running quickly with minimal downtime

- Connections are managed by the business **nbn** Service Centre
- Installed by business-grade technicians
- Flexible appointment times available



Reduced risk of business disruption and downtime

- Fault restoration options to suit your business’ needs
- 4 and 12 hour restoration target options (available 24/7, 365 days per year#)



Dedicated business support, designed for faster issue resolution

- The business **nbn** Service Centre provides Australian-based remote support to providers 24/7
- Enables providers to offer enhanced support for businesses

#The fault restoration times described above assume urban and limited rural 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 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. Faults may relate to matters in a provider’s network, your premises equipment or network resources being accessed.

*business nbn is not available on the nbn Fixed Wireless network. Not all providers offer plans based on the full range of wholesale business nbn products, product features and services. Availability of wholesale business nbn products, product features and services depends on an end customer’s access technology and area. Ask your preferred provider if they offer plans based on these wholesale business nbn products, product features and services in your area.

Select the business nbn Service option that best suits your business needs

	business nbn Service Pro	business nbn Service Essentials	business nbn Service Starter
Summary	Our fastest restoration target for businesses who need to be back up and running as quickly as possible [#] .	A 12-hour restoration target for businesses that need to prioritise their time online [#] .	A 90-day service plan to get businesses off to the right start [#]
Business-grade technician	For a tailored connection experience and restorations		
Restoration target (in urban and limited rural areas)[#]	4-hour	12-hour	12-hour
Support	Providers are supported by and receive specialist service from the business nbn Service Centre – allowing them to provide support to your business when you need it most.		
Service type/length	Month-to-month	Month-to-month	90 days

business nbn Service Centre

Based in Melbourne, the business nbn Service Centre will work with your chosen service provider to not only deliver a business-grade connection experience, but ongoing business-grade support whilst you're connected to the nbn network. With dedicated connection and assurance teams, your business will receive proactive service monitoring, ensuring quick fault resolution – to help keep you online when it matters most.



Contact your preferred service provider for more information on business nbn Services*

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