

FIND THE RIGHT NBN® CONNECTION FOR YOUR BUSINESS.

Your business is unique, and so are your connectivity needs. This guide outlines the key features and benefits of both nbn Business Plans and Enterprise Ethernet, so you can confidently choose the nbn product that best supports your business today and tomorrow.



BUSINESS PLANS

Designed for

Small businesses

Requiring fast speeds to support collaboration, large file retrieval and multiple devices online.



ENTERPRISE ETHERNET

Medium to large organisations

Requiring predictable performance, high availability and scalable, enterprise-grade connectivity.

Reliability

A network you can rely on

- Expected to run without interruption 99.9% of the time (uptime target)¹
- Performance may vary during peak times due to best-effort bandwidth²

Unmatched reliability

- Expected to run without interruption 99.95% of the time (uptime target)³
- Steadier, more consistent performance with committed bandwidth options
- Redundant power options to minimise disruptions
- Business Network Termination Device (BNTD) and business-grade equipment
- Certified by global industry association, Metro Ethernet Forum (MEF)

Technology

Shared access

- Shared fibre via Fibre to the Premises (FTTP) or Hybrid Fibre Coaxial (HFC)

Dedicated fibre access

- Dedicated and direct fibre from your business premises to nbn's Fibre Access Node (FAN)

Speed²

Fast speeds for business internet activities⁷

- From 250/100Mbps up to 2000/500Mbps wholesale download speeds
- Fast download speeds designed to support multiple users and devices, collaboration and retrieving large files quickly

nbn's fastest available speeds with committed bandwidth options

- nbn's fastest speeds and highest class of service
- From 100/100Mbps up to ~10/10Gbps, our wholesale speed tiers are designed to scale as your business grows⁴
- Same download and upload speeds for smooth cloud-based systems, real time collaboration in the cloud and efficient performance across critical operations



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BUSINESS PLANS



ENTERPRISE ETHERNET

Service and Installation⁸

Tailored business service

- Business-specific fibre installation guidelines
- Case managed through nbn's onshore Business Service Centre 24/7, 365 days
- Flexible fibre installation appointments that work around your business schedule
- For eligible nbn Business Plans, installation up to 30 metres of premises access point (for FTTP)
- Business-grade technicians for assurance⁵
- 7-day post-fibre install service monitoring at a wholesale level
- Standard Network Termination Device (NTD)
- NTD is wall-mounted in most scenarios with rack options also available

Premium, prioritised business service

- Bespoke installation built to customer-specific requirements
- End-to-end case management through nbn's Business Service Centre 24/7 365 days
- Flexible installation appointments that work around your business schedule
- Rack and wall-mount options available
- Business-grade technicians for assurance⁵
- Continuous line monitoring at a wholesale level with proactive alerts to your Internet Service Provider(s) 24/7 to detect and resolve issues early
- Specialised project teams for multi-storey or challenging sites

Support⁸

Dedicated business support

- Business support through nbn's onshore Business Service Centre available 24/7, 365 days
- nbn will aim to restore eligible faults within 12 hours, where available
- Following a resolved fault, nbn will monitor your service for 7 days on Business Service Pro and Business Service Essentials plans

Exceptional business support

- nbn will aim to restore eligible faults within 4 hours, where possible
- Continuous line monitoring at a wholesale level with proactive Internet Service Provider(s) alerts 24/7 to detect and resolve issues early
- Business support through nbn's Business Service Centre available 24/7, 365 days

Availability

Broad availability

- Available to 90% of nbn's fixed line footprint
- +1.2m businesses can access Business Plans today

nbn's largest available technology footprint

- +1.75m businesses
- 323 Business Fibre Zones⁶

Learn more about nbn's Business products and whether its right for you

here

¹ Network availability target is measured across all nbn® Ethernet bitstream services, excluding Satellite services. ² 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® 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. nbn Business ~1000 Pro: 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 2000 Pro: Service availability (including timing) will depend on phone and internet providers offering this plan, and is subject to service qualification and only available where network capacity permits. ³ Percentage of time the nbn® access network is available and operating, as measured in FY25. For this measure, the network is considered 'unavailable' during the time nbn is restoring services following the raising of a fault. It does not include periods where the network is unavailable due to operational outages for network upgrades and improvements or events beyond nbn's control. ⁴ Regardless of the bandwidth profile for the service you acquire from your service provider, it will operate at less than 10Gbps, if that bandwidth profile is acquired) because of normal equipment and network limitations. If your provider has not selected Class of Service – High, the speeds you experience may be affected by contention on the nbn network, particularly in busy periods. ⁵ nbn aims to always use business-grade technicians, however on occasion, may need to route work to a non-business grade technician in order to meet connect and assurance targets. ⁶ Business Fibre Zone eligibility is determined through a desktop study using available data. In the infrequent event that unforeseeable cost or complexity is encountered, additional charges may apply. ⁷ Activities and timeframes described are based 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. ⁸ These wholesale service features are offered to service providers. The service options providers make available to their end customers depend on what they have productised and the retail solutions they offer. nbn Business Service is not available on the nbn Fixed Wireless network. The fault restoration times described apply in 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 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).