



Your business **nbn**[™] solution finder recommendation

Great news, based on your business needs, you have been recommended the business **nbn**[™] Basic Bundle.

This summary of your solution finder recommendation provides you with the right information, so you can chat with a service provider with a better understanding of your specific business needs. It also ensures you're offered the most appropriate retail solutions, based on our wholesale business **nbn**[™] Basic Bundle.

Basic Bundle

This business **nbn**[™] wholesale bundle provides basic connectivity and business grade support for even the smallest of businesses. It includes the bandwidth required for simple applications and support for a single voice line, as well as offering service providers enhanced service levels to help minimise disruptions.

Committed bandwidth

- 0.15/0.15Mbps¹
- Supports VoIP calls (audio)

Best efforts bandwidth

50/20Mbps or 100/40Mbps¹

Voice lines

Supports one voice line

Enhanced service levels

- We offer service providers a 12-hour service restoration target (premises in urban areas and remote fixes only) with a 24/7 support operational period as standard with this bundle⁴
- Talk with a service provider about the service levels available to your business and the faster options that may be available at an additional charge. We also offer service providers end-to-end case management for service incidents with business **nbn**[™] wholesale products and services

Priority support

- Providers and business **nbn**[™] wholesale solutions are supported by **nbn**'s Australian-based business grade workforce and business **nbn**[™] Operations Centre (BOC)
- Additional options may include complex site support and personalised appointments (including after hour appointments)⁵

Available on

HFC, FTTN, FTTB, FTTC, FTTP

Make time to speak with a service provider about the appropriate retail solutions they may offer your business based on our business **nbn**[™] Basic Bundle

business nbn™ solutions

This table sets out some of the business nbn™ wholesale solutions we make available to service providers, who in turn tailor retail solutions powered by business nbn™ to meet your business needs.

	Residential plan	Basic Bundle	Premium Bundle S	Premium Bundle M	Premium Bundle L	Enterprise Ethernet
Summary	Basic connectivity for small businesses	Basic connectivity and business grade support for even the smallest of businesses	Business grade voice services without sacrificing quality	Business grade voice and data services to support businesses as they move to the cloud	Business grade fibre connectivity to meet complex business requirements	Our enterprise grade fibre product for the highest levels of speed, performance and reliability available on the nbn™ broadband access network
Symmetrical committed bandwidth	0.15/0.15Mbps ¹	0.15/0.15Mbps ¹	1/1Mbps ¹	20/20Mbps ¹	50/50Mbps ¹	Up to 1000/1000Mbps ²
Best efforts bandwidth	50/20Mbps or 100/40Mbps ¹	50/20Mbps or 100/40Mbps ¹	50/20Mbps or 100/40Mbps ¹	100/40Mbps ¹ required as minimum ³	250/100Mbps ¹ required as minimum ³	Up to 1000/1000Mbps ²
Voice	Supports one voice line	Supports one voice line	Supports up to 10 voice lines	Supports 10 or more voice lines and HD video conferencing	Supports 10 or more voice lines and HD video conferencing	Supports 10 or more voice lines and HD video conferencing
Applications	For non-critical business applications like email and web browsing	For non-critical business applications like email and web browsing	For multi-line voice connectivity and non-critical applications like email and web browsing	For business-critical applications like video conferencing, CRM, cloud computing and uploading files	For business-critical applications like video conferencing, CRM, cloud computing and uploading files in complex and large organisations	For business-critical applications like video conferencing, CRM, cloud computing and uploading files in complex and large organisations
Service and support	Next business day restore target as standard with 8am-5pm operational period (business days only) ⁴	12-hour restoration targets and 24/7 support as standard ⁴	12-hour restoration targets and 24/7 support as standard ⁴	12-hour restoration targets and 24/7 support as standard ⁴	12-hour restoration targets and 24/7 support as standard ⁴	12-hour restoration targets and 24/7 support as standard ⁴
Available on	HFC, FTTN, FTTB, FTTC, FTTP	HFC, FTTN, FTTB, FTTC, FTTP	HFC, FTTN, FTTB, FTTC, FTTP	FTTN ⁵ , FTTB ⁵ , FTTC ⁵ , FTTP	FTTP	Available on request

¹business nbn™ wholesale bundle discounts are not available for products supplied via the nbn™ Fixed Wireless or Sky Muster™ satellite access networks. Your experience, including the speeds actually achieved over the nbn™ broadband access network, depends on the technology over which services are delivered to your premises and some factors outside our control (like your equipment quality, software, signal quality, broadband plans and how your service provider designs its network). nbn offers wholesale speeds to service providers. The nbn™ wholesale speed tiers available to your service provider vary depending on the access technology in your area.

²Regardless of the retail service an end user purchases, the actual wholesale speeds delivered by the business nbn™ Enterprise Ethernet product will be less than 1000Mbps due to equipment and network limitations. An end user's experience, including the speeds actually achieved over the nbn™ broadband access network, depends on the configuration over which services are delivered to their premises, whether they are using the service during the busy period, and some factors outside our control (like their equipment quality, software, chosen broadband plan or how their service provider designs its network). If the end user's service provider has not selected a bandwidth in the highest of three classes of service available for business nbn™ Enterprise Ethernet, the speeds they experience may be affected by contention on the nbn™ access network, particularly in busy periods.

³To purchase a Committed Bandwidth tier that forms part of the Premium Bundle M or Premium Bundle L, the service provider must also separately purchase, at a minimum, the Best Efforts Bandwidth tier outlined in the table.

⁴These restoration targets only apply where the fault can be rectified remotely or, for nbn™ Ethernet, where the premises is located in an urban centre, or for business nbn™ Enterprise Ethernet where the premises is located in a metropolitan area. Different restoration targets apply if a premises is located outside urban centres or metropolitan areas (as applicable). Please note also that the restoration targets stated are offered by nbn to service providers, so speak to a service provider about the retail support services available to your business.

⁵nbn provides Priority Support to service providers to support their supply of wholesale business nbn™ products and services to business customers. Speak to a service provider to find out whether Priority Support services may be available to your business.

⁶These timeframes do not apply in some circumstances, including where delivery is delayed for reasons out of our control. Speak to your service provider about what nbn's Delivery Date Promise means for you.

⁷Products with wholesale symmetrical committed bandwidths of 20/20Mbps are not available for all premises connected to the nbn™ FTTN, FTTB and FTTC networks. Please contact your service provider for details of the symmetrical committed bandwidths that are available at your premises.