# business nbn™

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## Your guide to business nbn™

Hush Communications

Discover what business-grade broadband could do for you

# Bringing more Australians access to fast broadband

In 2009, **nbn** set out with a goal to help bridge the digital divide and drive economic and social benefits for more Australians through greater access to fast broadband.

From providing broadband access to over 1 million previously underserved premises to helping contribute to a boom in female entrepreneurship*, the **nbn**™ broadband access network has, and continues to have, a significant impact on the way we work, live and connect.

This guide will step through the benefits for Australian businesses, as well as the many wholesale products and services offered by providers of business **nbn**™, to help you make an informed decision about your broadband.

*AlphaBeta. 2018, *Connecting Australia: How the **nbn**™ broadband access network is changing Australia. An economic study of the way we work, live and connect.* http://www.connectingaustralia.com.au/pdf/Connecting_Australia_Report.pdf (commissioned by **nbn**).

# Providing choice, flexibility and network reliability

From business-grade products and services at a wholesale level to added flexibility when tailoring a solution to your needs – business **nbn**™ is built to help benefit your business.*

It doesn't matter whether a business is big or small, digital strategy has never been more important. That's why **nbn** has developed wholesale, business-grade solutions that are flexible, reliable, and enable choice for Australian businesses.

### Closing the gap for small businesses

Access to a range of connectivity options over the **nbn**™ access network is helping smaller Australian businesses compete with larger enterprises all over the world.

## How it can help benefit business

### Flexibility

#### Customisable business solutions

Phone and internet service providers offer a range of business **nbn**™ products and services to suit most businesses – big and small.

### Reliability

#### A high-performance network

The **nbn**™ access network delivers wholesale, business-grade bandwidth to help meet the needs of businesses, today and tomorrow.

#### Symmetrical bandwidth

business **nbn**™ comes with the option of wholesale symmetrical bandwidth, which delivers upload and download rates in equal measure.

#### A Committed Information Rate (CIR)

This is a set amount of wholesale symmetrical bandwidth available to service providers and then offered to you to support your business services.^

#### Enhanced Service Level Agreements (eSLAs)

eSLAs are offered to service providers on a wholesale basis and offer options for premium service support on the **nbn**™ access network to help resolve issues faster.†

#### Priority technical support

All business **nbn**™ wholesale products are supported by **nbn**'s business Operations Centre – an Australian made workforce that offers service providers support to help installations run smoother, as well as access to 24/7 service assurance options.

### Choice

#### A level playing field for service providers

Equal access to **nbn**™ infrastructure is offered to all service providers – meaning you can choose from a range of providers that sell business **nbn**™ solutions.

*business **nbn**™ is not available on the **nbn**™ Fixed Wireless network.
^Symmetrical wholesale bandwidth and Committed Information Rate options are only available on the **nbn**™ fixed line network, excluding HFC.
†Enhanced Service Level Agreement options are not available on the business **nbn**™ Satellite Service.

The Roofing Supermarket

# Wholesale products and services designed for better business

There's no time for downtime when running a business, so it's important that when it comes to your business **nbn**™ powered plan, you choose the right combination of products and services through a service provider.

Most business **nbn**™ powered plans available through service providers are based on two key wholesale components – the first being a traffic class, and the second an enhanced Service Level Agreement (eSLA).

By combining different wholesale traffic classes with optional eSLAs, service providers can offer a variety of connectivity options for businesses to choose from.*

## What is a traffic class?

A traffic class is a feature of the wholesale products **nbn** offers to service providers. Service providers then use these traffic classes to create different products to sell to you.

Traffic classes assign different data classes travelling over the **nbn**™ access network with different priority levels. For more information about available classes, refer to the table on the opposite page.

## What is an enhanced Service Level Agreement (eSLA)?

eSLAs are contractual arrangements between **nbn** and service providers which cover network fault rectification. They are based on the wholesale options for premium service support, and provide timeframes in which **nbn** will rectify the fault.

All wholesale products offered by **nbn** come with a Standard Service Level Agreement. However, businesses with data-critical needs may wish to ask service providers about eSLAs, which provide faster fault rectification timeframes and a wider window of time in which **nbn** is available to help the provider.

*eSLAs apply to fixed line technologies, including Fibre to the Building, Fibre to the Curb, Fibre to the Premises, HFC and Fibre to the Node.
^Your experience, including the speeds actually achieved over the **nbn**™ access network, depends on the **nbn**™ access network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside **nbn**'s control (like your equipment quality, software, broadband plan, signal reception and how your service provider designs its network). Satellite end customers may also experience latency.
†Please note that the rectification targets are the targets offered to you by your service provider may differ from those listed. Please note that the rectification targets here only apply where the fault can be rectified remotely or where your premises is located in an urban centre with a population of 10,000 or above. Different rectification targets apply if your premises is located outside these urban centres. Speak to your service provider for more information.

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### Wholesale Traffic Class options

**Traffic Class 1 (TC1):**
**Business-grade voice**

Designed for small to medium size businesses with business-grade voice speed requirements.

Includes:
- Committed Information Rate (CIR).
- Symmetrical download/upload speeds.^
- Wholesale bandwidth allocation.

Developed to support phone services, such as Voice over Internet Protocol (VoIP).

**Traffic Class 2 (TC2):**
**Business-grade data**

Designed for small to medium size businesses with business-grade voice speed requirements.

Includes:
- Committed Information Rate (CIR).
- Symmetrical download/upload speeds.^
- Defined latency characteristics.

Developed to support business-critical data services, such as business-grade video conferencing, SaaS business applications, and data backup.

**Please note:** TC2 is currently only available on the **nbn**™ fixed line network, excluding HFC.

**Traffic Class 4 (TC4):**
**General data**

Designed for general internet and standard data services, such as small business accounting and website tools.

Includes:
- A Peak Information Rate (PIR) 'best effort' service.
- Asymmetrical download/upload speeds.^

**Please note:** TC4 is available on multiple access technologies.

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### Wholesale service options

**Enhanced Service Level Agreements (eSLAs)**

These provide higher levels of support and faster fault rectification times to service providers.

- 4, 6, 8 or 12-hour rectification targets.†
- The additional option of 24/7 support.

For more information on eSLAs, please refer to the following page.

**Please note:** eSLAs are only available on the **nbn**™ fixed line network.

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### Other wholesale options

**Fibre upgrade**

This is the option to bring **nbn**™ fibre directly to a business premises, in place of the default access technology it will be receiving.

To check whether you require a fibre upgrade to access a particular wholesale product right for you, and what options are available, visit **nbn.com.au/solutionfinder**

## business **nbn**™ Enterprise Ethernet

**nbn**™ Enterprise Ethernet is designed for large-scale organisations with high-speed performance and service needs.

- **Our fastest wholesale product**
  Symmetrical wholesale bandwidth speeds of 10/10Mbps to almost 1,000/1,000Mbps (1Gbps).^

- **High-performance characteristics**
  A direct fibre connection from the fibre access node on **nbn**'s transit network into the business' premises, supporting the data performance required for critical business applications and complying with global standards (Metro Ethernet Forum – MEF CE 2.0).

- **A dedicated service team**
  24/7 service provider support from the business **nbn**™ Operations Centre – an Australian made team specialising in connections and service assurance.

# An overview of Service Level Agreements

Service providers can choose from a range of Service Level Agreements for businesses – with each designed to rectify issues relating to the **nbn**™ access network within a set period of time.

## business **nbn**™ powered plans

| Wholesale SLA or eSLA | Operational period | Maximum rectification time |
|---|---|---|
| Standard | 8am-5pm business days | 5pm next business day |
| Enhanced-12 | 7am-9pm | 12 hours |
| Enhanced-8 | 7am-9pm | 8 hours |
| Enhanced-12 (24/7) | 24/7 | 12 hours |
| Enhanced-8 (24/7) | 24/7 | 8 hours |
| Enhanced-6 | 7am-9pm | 6 hours |
| Enhanced-4 | 7am-9pm | 4 hours |
| Enhanced-6 (24/7) | 24/7 | 6 hours |
| Enhanced-4 (24/7) | 24/7 | 4 hours |

**Please note:**

- All times listed in these tables assume a fault is lodged in an urban area. Actual rectification times may vary depending on the location of a business premises.

- All times refer to those offered by **nbn** to service providers and actual times offered by a service provider may differ.

- Maximum rectification time is measured only during the relevant operational period – for example, the maximum rectification time for a fault lodged at 5am in respect of an Enhanced-4 SLA would be 6 hours because the measurement of the SLA starts at 7am.

## business **nbn**™ Enterprise Ethernet

| Wholesale SLA or eSLA | Operational period | Maximum rectification time |
|---|---|---|
| Standard Service Level: Premium-12 (24/7) | 24/7 | 12 hours |
| Premium-8 (24/7) | 24/7 | 8 hours |
| Premium-6 (24/7) | 24/7 | 6 hours |
| Premium-4 (24/7) | 24/7 | 4 hours |

## Operational periods

The operational period of an SLA will determine the period in which a service provider can contact **nbn** and receive a response on how the issue will be addressed. For example, if a fault occurs at 11pm on a Standard SLA a service provider may not receive a response until between 8am-5pm the next business day.

## Rectification times

This is the maximum length of time a service provider should expect fault rectification to take once responded to. Like response times, this is affected by the operational period. For example, if fault rectification begins at 8pm on a Standard SLA, it may not be completed until up to 5pm the next business day.

### Important things to remember

- Not all faults with a retail service will relate to a fault with the **nbn**™ access network. Faults may relate to equipment used at a premises or issues in a service provider's network.

- **nbn** is a provider of wholesale products and services to service providers. This means business **nbn**™ powered plans must be purchased through a service provider.

# business **nbn**™ wholesale bundles*

If you're finding it hard to choose the right combination of wholesale products and services from a service provider, you may want to consider using the business **nbn**™ solution finder to learn more about your business needs and the wholesale products and services **nbn**™ offers service providers.

powered by

business **nbn**™

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## Why choose a bundle?

When a service provider chooses to bundle their business **nbn**™ wholesale products and services, **nbn** offers them a discount that can help them provide more affordable business-grade solutions at a retail level.

For more information
on business **nbn**™
wholesale bundles, visit
**nbn.com.au/solutionfinder**

## business **nbn**™ wholesale product and service bundles

| | Basic Bundle | Premium Bundle S | Premium Bundle M | Premium Bundle L |
|---|---|---|---|---|
| Summary | Basic connectivity and business-grade support for even the smallest of businesses. | Designed to support business-grade voice services. | Business-grade voice and data services to support businesses as they move to the cloud. | Business-grade fibre connectivity to meet complex business requirements. |
| Applications | 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 large and complex organisations. |
| Committed Information Rate (CIR) | 0.15/0.15Mbps^ | 1/1Mbps^ | 20/20Mbps^ | 50/50Mbps^ |
| Peak Information Rate (PIR) | 50/20Mbps or 100/40Mbps^ | 50/20Mbps or 100/40Mbps^ | 100/40Mbps^ required as minimum† | 250/1000Mbps^ required as minimum† |
| Voice | 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. |
| Service and support | 12-hour rectification targets and 24/7 support.‡ | 12-hour rectification targets and 24/7 support.‡ | 12-hour rectification targets and 24/7 support.‡ | 12-hour rectification targets and 24/7 support.‡ |
| Access technologies available | HFC, FTTN, FTTB, FTTP, FTTC | HFC, FTTN, FTTB, FTTP, FTTC | FTTN#, FTTB#, FTTP#, FTTC | FTTP |

### Priority support offered to service providers

All business **nbn**™ wholesale products are supported by the business **nbn**™ Operations Centre – an Australian made, business-grade workforce that can provide service providers with 24/7 support.

*business **nbn**™ wholesale bundles are not new products – they are a combination of existing **nbn**™ wholesale products and services. When a service provider purchases these products and services together, they are then offered a discount on the wholesale price for those products and services. **nbn** cannot guarantee that these discounts will be passed onto end users. The **nbn**™ wholesale products and services are ordinarily only one input into the retail solutions offered to end users. business **nbn**™ wholesale bundle discounts are not available for products supplied via the **nbn**™ Fixed Wireless or Sky Muster™ satellite access networks.
^**nbn** is a provider of wholesale speeds to service providers. The **nbn**™ wholesale speed tiers available to your service provider vary depending on the access technology in your area. 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 **nbn**'s control (like your equipment quality, software, signal quality, broadband plans and how your service provider designs its network).
†To purchase the committed bandwidth tiers that form part of the Premium Bundle M and Premium Bundle L, the provider must also separately purchase, at a minimum, the best effort bandwidth products outlined in the table for those **nbn**™ wholesale bundles.
‡Please note that the rectification targets are the targets offered by **nbn** to service providers – the rectification targets offered to you by your service provider may differ from those listed. Please note that the rectification targets here only apply where the fault can be rectified remotely or where your premises is located in an urban centre with a population of 10,000 or above. Different rectification targets apply if your premises is located outside these urban centres. Speak to your service provider for more information.
#Products with wholesale symmetrical committed bandwidths of 20/20Mbps are not available for end users to purchase directly and are not available for all premises connected to the **nbn**™ FTTN network. Please contact your service provider for details of the symmetrical committed bandwidths that are available at your premises.

# Migrating your Special Services to the nbn™ access network

## If you choose to connect to a business nbn™ powered plan and use Special Services, here's what you'll need to know.

Some businesses use Special Services, including ISDN and Ethernet Lite, for multi-line telephony and corporate data network connectivity.


Buds and Bowers

### Knowing which Special Services are impacted

Impacted Special Services are separated into four categories, with each of the four categories having a different disconnection date. So be sure to find out which Special Services you use at your business and whether they will be impacted.*

### Impacted Special Services disconnection dates

The first four phases of disconnection were completed by 30 September 2019, with phase five and six scheduled to commence by mid-late 2020. For more information on Special Service disconnection, visit **nbn.com.au/specialservices**

### Your site's ready-for-service window

Depending on where your business is located, and the **nbn**™ access technology available, you may find you have a rollout region disconnection date (for standard phone and internet services), and a Special Services disconnection date. Generally, the later of the two dates will be when impacted Special Services in your area will be disconnected.*

### Remaining disconnection phases

As Special Services migration can take time, **nbn** recommends beginning the transition no less than six months before their disconnection date.*

| PHASE 5 (FTTC premises only) | PHASE 6 (FTTC premises only) |
|---|---|
| Ethernet Lite BDSL<br>Wholesale Business DSL (W-BDSL) | Integrated Services Digital Network (ISDN)<br>ISDN2 |

For updates on disconnection dates for the above phases, please continue to visit
**nbn.com.au/specialservices**

*Disconnection dates vary and not all Special Services will be disconnected. Whether a service will be disconnected and the timing of disconnection will depend on factors including the type of Special Service, when the **nbn**™ broadband access network is available, which **nbn**™ access technology is available and whether Telstra has issued a BAU product exit in respect of a Special Service. To find out if your services will be impacted, and applicable disconnection dates, contact your service provider.

# business **nbn**™ Satellite Service

The business **nbn**™ Satellite Service is designed to bring businesses in regional and remote areas access to business-grade internet, data and voice services.

The business **nbn**™ Satellite Service offers three major wholesale product categories:

### Access Bandwidth Service (ABS)
Designed for enterprise and government customers with committed bandwidth requirements and the wholesale product features that allow integration into business-critical corporate Wide Area Network (WAN) environments.*

### Virtual ISP (VISP)
Designed for business customers who require internet access outside of their core business systems. This may include large mining operations running 'crew welfare' applications, or regional businesses with critical cloud-based business applications (e.g. accounting platforms like Xero).*

### Internet of Things (IoT)
Designed for utilities businesses needing real-time access to data to monitor remote infrastructure such as gas pipelines. Other use cases include backhaul to provide connectivity to distributed IoT devices that collect data from multiple sources.*

For more information, visit
**nbn.com.au/satelliteforbusiness**

# Glossary of key terms

### Wholesale Committed Information Rate (CIR)
A CIR is designed to enable steady, consistent bandwidth to service providers.^ **nbn** will prioritise the delivery of CIR Traffic Classes over PIR Traffic Classes – including during the busiest times of day.

### Wholesale Peak Information Rate (PIR)
PIR refers to the maximum upload and download speeds a service should be able to reach at a wholesale level on an uncongested network. As a variety of factors can impact your ability to reach these speeds – including your access technology and how your service provider configures their network – these services are described as 'best effort'.^

### Wholesale symmetrical downloads and uploads
This refers to when the wholesale bandwidth for uploading and downloading data is equal – allowing communications to be carried at the same speed in both directions of a network. This is particularly important if you use interactive, real-time applications like video conferencing, as well as cloud-hosted platforms and services at your business.

### Wholesale asymmetrical downloads and uploads
This refers to when the wholesale bandwidth for downloading data is higher than for uploading, and is designed to cater to low-priority applications and the traffic patterns of home internet usage.^

### Wholesale bandwidth allocation
This refers to instances in which **nbn** can work with service providers to allocate wholesale bandwidth to business services that consistently require the same amount.

### Defined latency characteristics
This feature is designed to help provide predictability for interactive business-grade applications like video conferencing, and help ensure that your staff and customers enjoy a high-quality user experience.^

# Plan the move to business **nbn**™ today

Check the availability of the **nbn**™ access network at your address by visiting **nbn.com.au/check**

To move to the **nbn**™ access network:

1. **Plan** for your connection using the business **nbn**™ Readiness Checklist available at **nbn.com.au/prepareyourbusiness**

2. **Choose** the wholesale products and services that best suit your needs at **nbn.com.au/solutionfinder**

3. **Move** to a business **nbn**™ powered plan with the help of a service provider.