

Information About Our nbn® Business Fixed Line Plans

This Key Facts Sheet helps you compare our business nbn® plans and choose the speed and service level that suit your operation. Every plan includes unlimited data, a free static IP address and support from our Australian team, with no lock-in contract.

Plan	NBN 25/10	NBN 50/20	Fast 500/50	NBN 250/100	Fast+ 500/200	Ultrafast+ 1000/400	Hyperfast+ 2000/500
Speed tier (down/up)	25/10 Mbps	50/20 Mbps	500/50 Mbps	250/100 Mbps	500/200 Mbps	1000/400 Mbps	2000/500 Mbps
Typical evening speed	24/9 Mbps	48/17 Mbps	500/43 Mbps	250/87 Mbps	500/174 Mbps	878/338 Mbps	1720/448 Mbps
Ideal for	1-2 staff	2-3 staff	11+ staff	16+ staff	30+ staff	40+ staff	80+ staff
Service level	Standard	Standard	Standard	Enhanced-12 eSLA	Enhanced-4 (24/7) eSLA	Enhanced-4 (24/7) eSLA	Enhanced-4 (24/7) eSLA
Monthly charge	\$83.00	\$95.00	\$99.00	\$114.00	\$136.00	\$160.00	\$220.00

What Can My Business Do on Each Plan?

Activity	25/10	50/20	Fast 500/50	250/100	Fast+ 500/200	Ultrafast+ 1000/400	Hyperfast+ 2000/500
Email, eftpos and web browsing	✓	✓	✓	✓	✓	✓	✓
Cloud apps (Microsoft 365, Xero)	✓	✓	✓	✓	✓	✓	✓
HD video conferencing	–	✓	✓	✓	✓	✓	✓
Multi-line VoIP phone systems	–	✓	✓	✓	✓	✓	✓
Large file transfer and downloads	–	–	✓	✓	✓	✓	✓
Cloud backup and large uploads	–	–	–	✓	✓	✓	✓
UHD conferencing across many rooms	–	–	–	✓	✓	✓	✓
Heavy cloud workflows and network services	–	–	–	–	✓	✓	✓

Which Technologies Support Which Plans?

Plan	Available On	Service Level
NBN 25/10	All fixed-line technologies	Standard
NBN 50/20	All fixed-line technologies	Standard
Fast 500/50	FTTP and HFC	Standard
NBN 250/100	FTTP and HFC	Enhanced-12 eSLA included
Fast+ 500/200	FTTP	Enhanced-4 (24/7) eSLA included
Ultrafast+ 1000/400	FTTP	Enhanced-4 (24/7) eSLA included
Hyperfast+ 2000/500	FTTP	Enhanced-4 (24/7) eSLA included

Business Service Levels

On the Standard service level, faults are raised 8am to 5pm on business days and rectified by 5pm the next business day. Plans with an included nbn® enhanced SLA (eSLA) carry priority rectification backed by nbn®; Enhanced-12 targets 12 hour rectification (faults raised 7am to 9pm); Enhanced-4 (24/7) targets 4 hour rectification around the clock, the highest level nbn® offers. The full eSLA range is available on any plan, subject to a site qualification check.

Good to Know

- All plans include unlimited data, a free static IP address and no lock-in contract.
- FTTN, FTTB and FTTC connections top out at 100 Mbps download; attainable line speed is confirmed after connection and you may downgrade without penalty.
- Plans above 100/40 need FTTP or, for some tiers, HFC. A service qualification on your address confirms which plans we can deliver.
- Typical evening speeds are measured between 7pm and 11pm. Business-hours performance is typically at or above these figures.