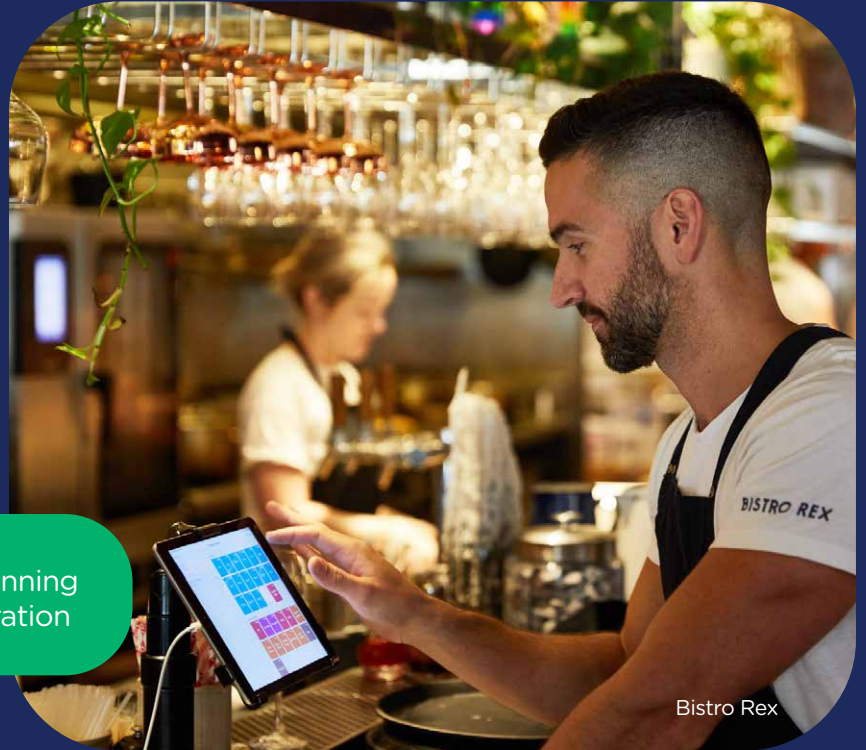


business **nbn**TM

Your business **nbn**TM Connection Guide

Your guide to planning
a smoother migration



Bistro Rex

A woman with long dark hair, wearing a dark blue sweater with colorful floral and fruit patterns, is looking at a tablet computer. She is in a shop-like setting with various plants and flowers in the background. The text "The only nbn™ designed specifically for business^" is overlaid on the left side of the image.

The only **nbn**™
designed specifically
for business^

*business **nbn**™ is not available on the **nbn**™ Fixed Wireless network.

Buds and Bowers



Customisable business solutions

nbn sells a range of products and services to phone and internet service providers who develop these into different plans to suit businesses, big and small.



A high-performance network

business **nbn**[™] offers service providers the wholesale option to prioritise business data on the **nbn**[™] access network to help reduce the chance of disruption.[†]



A level playing field for providers

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



Enhanced Service Level Agreements (eSLAs)

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



Business-grade bandwidth

business **nbn**[™] offers service providers symmetrical bandwidth options which provide equal upload and download speeds.[†] This can help important business applications, like cloud computing and video conferencing, run more smoothly.[#]



Priority technical support

Downtime can have a major impact on your bottom line. That's why business **nbn**[™] powered plans offer service providers access to a dedicated business **nbn**[™] Operations Centre and responsive technical support team to help in the event of a network issue.*

[†]Prioritised business data and business-grade bandwidth options are not available on the **nbn**[™] HFC network or the business **nbn**[™] Satellite Service.

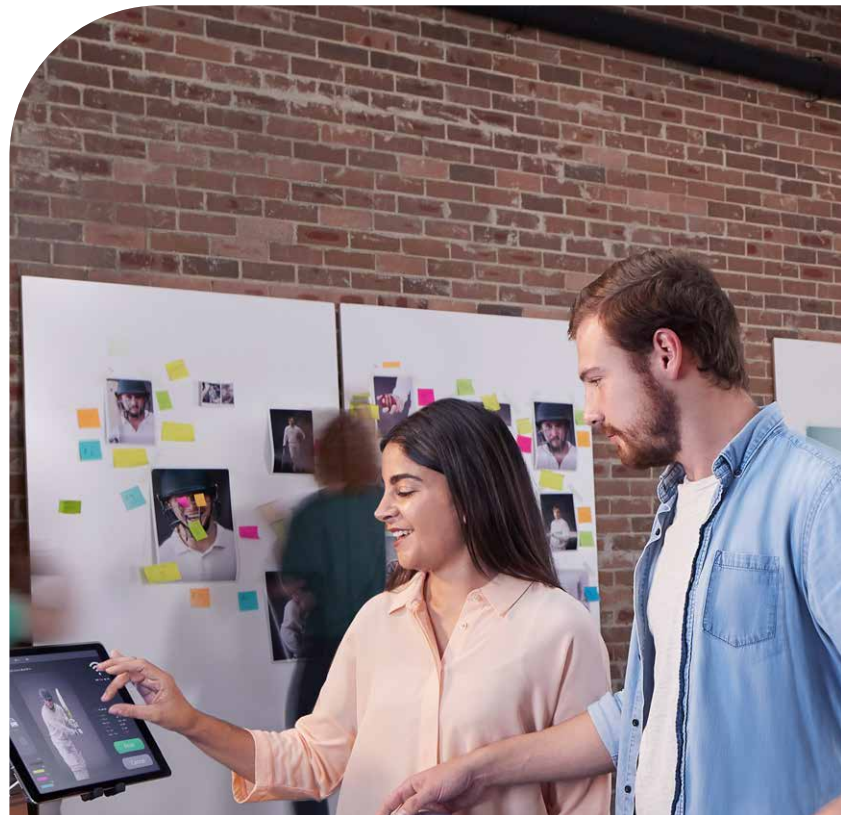
[‡]Enhanced Service Level Agreement options are not available on the business **nbn**[™] Satellite Service.

*Talk to your service provider about the service levels available to your business and the options that may be available at an additional charge.

[#]Your experience, including the speeds actually achieved over the **nbn**[™] 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).

Making the move to business **nbn**[™]

Whether your business employs five people or five hundred, it can benefit from a business **nbn**[™] solution – and planning your connection is simple.



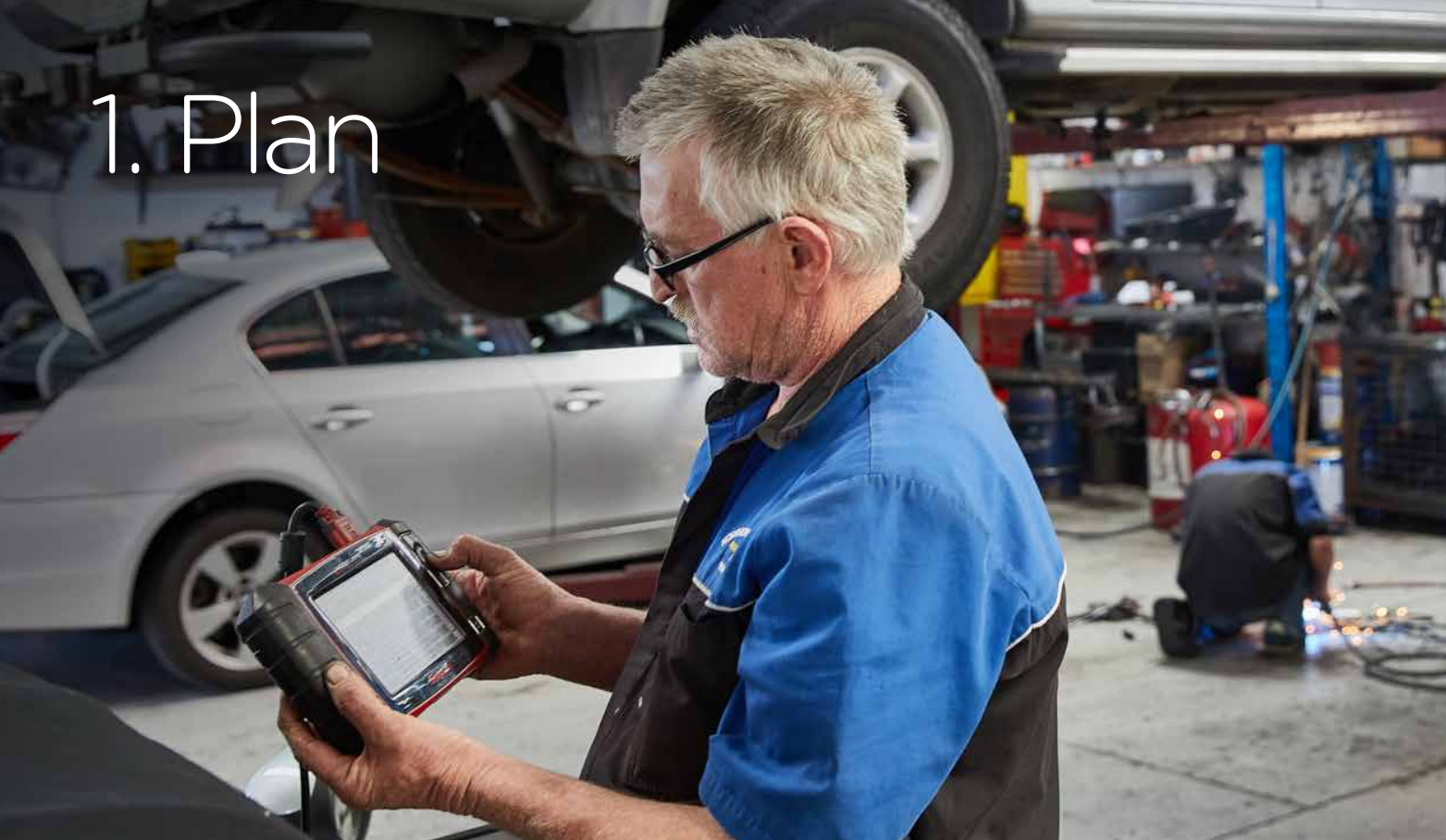
To take advantage of business nbn™:

- 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.

These steps are explained in more detail on the following pages.



1. Plan



The first step to connecting to the **nbn**[™] access network is to identify your business' needs and what you can expect from the process.

business nbn[™] Readiness Checklist

To help you prepare, we've created a short online questionnaire. It's an easy three-step process that will create you a tailored checklist covering what to think about before connecting, what you can expect from your installation, and tips to help you manage your connection.

Get started at
nbn.com.au/prepareyourbusiness

2. Choose



Once you've completed the business **nbn**[™] Readiness Checklist, it's time to choose the business **nbn**[™] solution that will best suit your needs.

business nbn[™] solution finder

The solution finder can help you learn more about your business' needs, lets you easily compare different business **nbn**[™] wholesale products and services, and provides you with the information to help you connect with your chosen service provider.

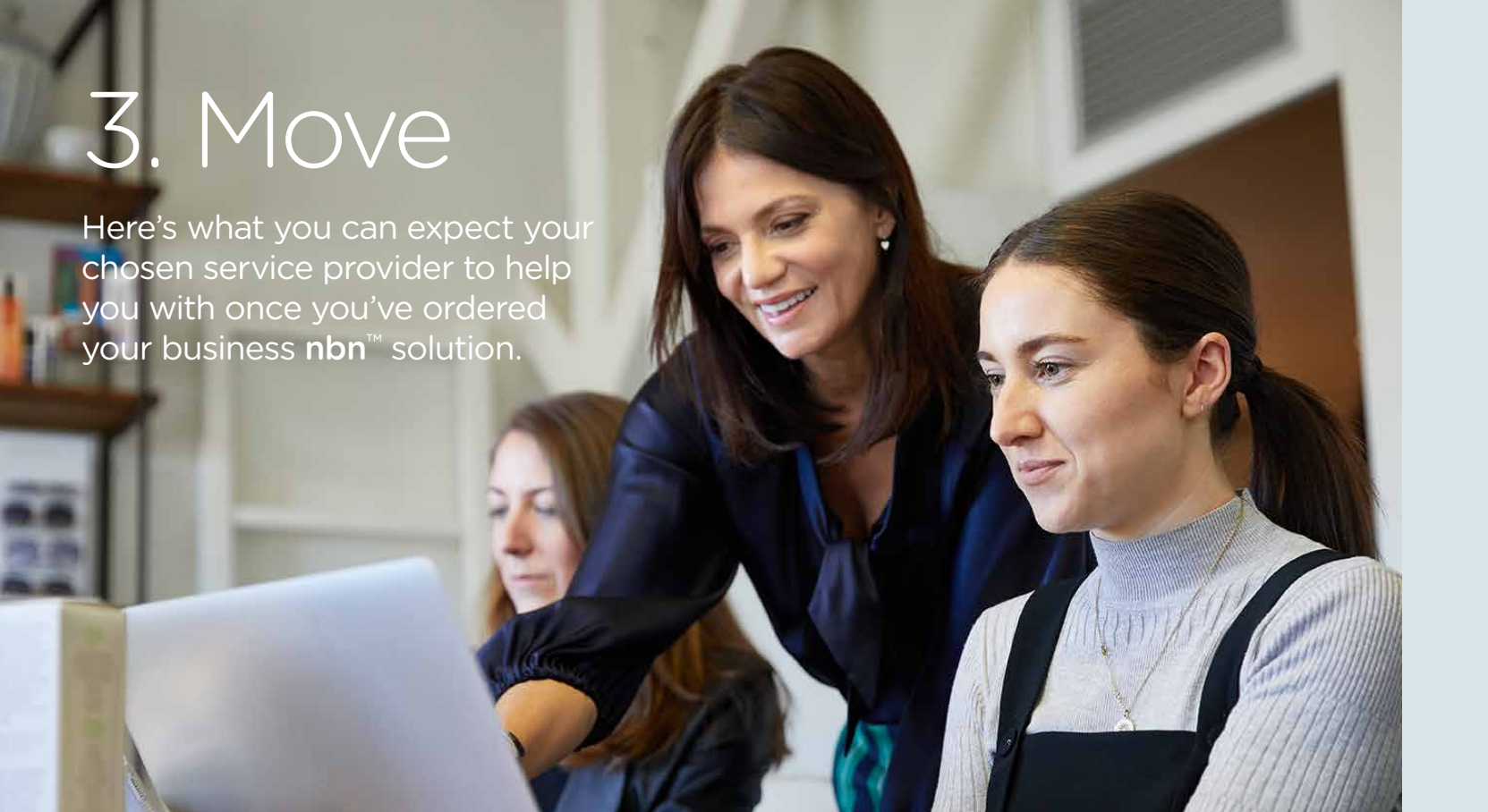
Find your solution at
nbn.com.au/solutionfinder

nbn and service providers

nbn offers wholesale products and services to service providers, who turn these into a range of business-grade solutions you can purchase at a retail level. This means you'll need to contact a service provider to connect.

3. Move

Here's what you can expect your chosen service provider to help you with once you've ordered your business **nbn**™ solution.





Equipment installation

It's likely that new connection equipment will need to be installed at your business. Your service provider will advise you of your specific requirements, including the best location for this equipment.



Additional wiring

To continue using existing wall sockets, you may need to ask your chosen service provider for a quote to reconnect these sockets to the new phone service on your business **nbn**[™] solution.



A dedicated connection team visit

For complex sites, **nbn** may use its business-grade workforce to connect your premises to the **nbn**[™] access network.



Priority technical support

In the event of a network issue, service providers will have access to end-to-end assistance from a dedicated, responsive, Australian-based technical support team available 24/7.*

*Talk to your service provider about the service levels available to your business and the options that may be available at an additional charge.

business **nbn**[™]

Plan your move today

Visit nbn.com.au/prepareyourbusiness