

Telstra Business Broadband on nbn – Update



Premium Speed Relaunch & Launch of Higher Speeds



Available from 29 September 2020

nbn Speeds & Add-on Prices (excludes underlying TBB on NBN Base Plan price)	\$30/mth Premium Speed (100/40)	\$40/mth Superfast (250/25) TBB on nbn only	\$80/mth Ultrafast (1000/50) TBB on nbn only	\$120/mth Premium Plus (250/100) TBB on nbn only	\$350/mth Ultra Plus (1000/400) TBB on nbn only
	\$80/mth for 500GB / \$100/mth for unlimited (24 month contract term applies to the Base Plan)				
	D/loads 80Mbps U/load 30Mbps	D/loads 215Mbps U/load 20Mbps	D/loads 250Mbps U/load 40Mbps	D/loads 215Mbps U/load 80Mbps	D/loads 250Mbps U/load 100Mbps
	\$20 once-off	\$20 once-off	\$20 once-off	\$120 once-off	\$350 once-off
	All (excluding Fixed Wireless)	FTTP & Most *HFC *SQ required	FTTP & Some *HFC *SQ required	FTTP Only	
Access Device	Telstra Modem / Router or BYO Router			BYO Router Only	

Key Call Outs

- The Premium Speed add-on is being relaunched in FTTN/B/C areas on Business Internet and TBB on nbn plans

Premium Speed Eligibility		
nbn Tech Type	New/ Transitions	Existing on nbn
FTTN/B	No	Yes (MAS >50Mbps)
FTTP/C & HFC	Yes	Yes

- New higher nbn Speed Add-ons are launching on the TBB on nbn Standard & Ultimate plans
- The Premium Plus Speed (250/100) price is increasing from \$100/mth to \$120/mth
- Voice Priority Packs are not available with the Superfast or Ultrafast speed add-ons
- The Ultra Plus Speed is only available with a BYO Router (Speeds achieved are dependent on device specifications and configuration, which the customer is responsible for)

Superfast & Ultrafast Speed Eligibility

nbn Tech Type	New/ Transitions	Existing on nbn
FTTN/B/C	No	No
FTTP & HFC	Yes	Yes

Premium Plus & Ultra Plus Speed Eligibility

nbn Tech Type	New/ Transitions	Existing on nbn
FTTN/B/C & HFC	No	No
FTTP	Yes	Yes

- Link to nbn Speed Training in Work Day [https://wd3.myworkday.com/telstra/d/inst/17816\\$7942/rel-task/2998\\$29489.htmlid](https://wd3.myworkday.com/telstra/d/inst/17816$7942/rel-task/2998$29489.htmlid)

*Typical speeds during business hours (weekdays between 9am to 5pm). Until more data can be collated estimates are very conservative

TBB on nbn Premium Connectivity Packs

Upgrade your business broadband with a Dedicated Data Pack OR a Voice Priority Pack for a prioritised connection for your voice, video and other business critical applications, delivered over an enterprise grade Cisco router with embedded 4G backup or a BYO router. Backed by the option of enhanced assurance Service Level Agreements

Create Premium Connectivity Package solutions

What they are

Dedicated Data Packs (DDP) with Overflow (TC2 10/10, 20/20, 50/50)

SLA Premium Options for Telstra Enterprise

Voice Priority Packs (VPP) (TC2)

TB Mid-market Cisco Router (C1117) + Partner Installation

BYO router + Partner Installation

Why they matter to customers

Redirects all voice and data traffic into a prioritised TC2 path with a Committed Information Rate (CIR). They're managed in a dedicated CVC class and are continuously monitored to minimise packet loss. If their bandwidth is exceeded, voice call traffic will remain prioritised by steering data only traffic over onto the underlying TC4 speed available at the customer's site.

All Dedicated Data Packs backed up by nbn co's eSLA 12 24x7 commitment to Telstra or an enhanced end to end SLA Premium option for eligible Telstra Enterprise customers for an extra cost

Ensures the voice quality for up to 50 Business SIP/TIPT/SIP Connect and Telstra Collaboration voice lines by prioritising call traffic above all other data types

Additional customisation options and data overflow is available with the Cisco C1117 and BYO router. Both require a Partner installation

Leverage our underlying network capability

Standalone or with DDP/VPP

Standard Plus Speed (nbn 50/20)

Premium Speed (nbn 100/40)

Premium Plus Speed (nbn 250/100)

Ultra Plus Speed (nbn 1000/400)
VPP only

Telstra Business Broadband Plans
24 month contract term
Standard - 500GB or Ultimate - Unlimited Data

The Premium Plus and Ultra Plus Speeds will deliver the fastest Peak Information Rate (PIR) on TC4 that Telstra can provide – FTTP only



Power on Working

- From 26th October 2020 when a customer orders a Premium Connectivity Pack with a Telstra Business Mid-market Cisco Router it will be sent to the customer with an active 4G SIM card. This 4G SIM card performs 2 functions.
- Prior to the fixed TBB on NBN service being connected the customer can plug their Cisco device into power and utilise the 4G internet connection until their fixed line is installed. This comes at no additional cost to the customer.
- Once the fixed TBB on NBN service is installed and working the 4G SIM service will revert to being the 4G Backup service.
- Also note this is a standard 4G internet connection and does not have the Voice or Dedicated Data pack features. Speed and coverage are all subject to standard terms, conditions and environment.



Telstra Business Broadband on NBN network diagram

- Telstra Business Broadband (TC2/TC4 for Internet data & TC2 for telephony)
- Home Broadband (Consumer TC4 for Internet data , TC1 for telephone)
- Business IP (Enterprise TC2 or TC4 Data to IPVPN. Any voice treated as over-the-top traffic.)

