



Business information resources (to June 2020)

Resource	Information & link
COVID-19 and nbn	Single source-of-information on coronavirus (COVID-19) as it relates to the nbn™ broadband access network. Visit blogs, updates, tips here .
Business nbn-related queries – what to do?	<ol style="list-style-type: none"> 1) Refer them to their retail service provider 2) Refer them to nbn co via: <ol style="list-style-type: none"> a. 1800 687 626 b. Info@nbnco.com.au c. complaints@nbnco.com.au d. www.nbn.com.au/business 3) Reference resources/tools below
Business nbn Frequently Asked Questions	<p>A range of answers to frequently raised questions, categorised by:</p> <ul style="list-style-type: none"> • Getting Connected • Choosing the right solution for your business • Business services that may be impacted by the switch <p>Visit here.</p>
Business nbn™ webpages	<p>nbn business website includes:</p> <ul style="list-style-type: none"> • What is business nbn? • Small & medium business • Enterprise & government business • Products & technical information • Special Services • How to make the switch • Solution Finder <ul style="list-style-type: none"> • ICT Channel Partner Program • How to optimise in-office internet set-up • Device compatibility • FAQs • Case studies & blogs • Thought leadership & research • RSPs selling business nbn <p>Visit here.</p>
Business nbn™ readiness tool	Prepare your business for the switch to the nbn ™ access network. Visit here .
Business nbn™ Solution Finder	Use the solution finder to learn more about the needs of each of your business sites and about the business nbn ™ wholesale products and services we offer service providers. Ask a service provider if a retail solution powered by business nbn ™ is available at your site. Visit here .



Resource	Information & link
Business nbn™ accredited ICT Channel Partner	Consider speaking with a business nbn™ accredited adviser to help realise the possibilities with business nbn™ and ensure your experience is as seamless as possible. Let nbn help you find a business nbn™ accredited adviser. Visit here or email here.
Business continuity portal	To help you keep your business functioning with minimal disruption during these times of adversity, the AIIA in conjunction with some of its members and with the support of the Federal Government, has come together to provide a suite of free service offerings, advice and tools designed to support Australian business continuity through the use of technology. This support includes a range of remote communications, collaboration, workforce management and video conferencing solutions for business continuity that can be accessed on any device at any time anywhere. Visit portal here .
Optimising your internet in your office	These tips will help you make informed decisions about your connection, so you can have the best possible internet set-up in your office: <ul style="list-style-type: none"> • Upgrade your modem • Check for objects that can interfere with your Wi-Fi signal • Assess the number of multiple connected devices • Check the set-up of your landline phones and fax machines • Speak to a professional about network cabling • Ensure your devices and software are compatible Visit here .
Help protect your business from online scams	Online scams are bad for business but, fortunately, there are steps you can take to help stop your business falling prey to common tricks. While scams may seemingly be as old as time, the way they are delivered continues to evolve as they keep pace with technology. If you believe you may have been contacted by a scammer claiming to work for NBN Co, visit the dedicated page on our website for more information to help protect yourself from scams. Be alert not alarmed. Take time to research, understand and apply tips recommended by cyber security professionals. NBN Co suggest: <ul style="list-style-type: none"> • Scamwatch • Australian Cyber Security Centre • NBN Co scam advice
Blogs and/or thought leadership articles	Think strategically, find out what others are doing, food for thought. Visit here .
Ovum Report: enabling digital transformation in business	Report explores how the nbn™ broadband access network is helping businesses to enable digital transformation. Full report here .



Resource	Information & link
Connecting Australia – the big future of small business	<p>The research revealed a correlation between growth in technology spending and business performance.</p> <p><i>Businesses that spent more on technology over time tended to grow their revenues faster.</i></p> <p>Full report here.</p>
Telsyte Report – Internet Uninterrupted	<p>Australian households of the connected future. Did you know,</p> <ul style="list-style-type: none"> • simultaneous application usage is set to grow by 50 per cent in households by 2020 • by end of 2020, the average Australian household will have 29 connected devices as Internet connectivity is built into everything from whitegoods to lighting <p>Full report here.</p>
nbn™ COVID-19 Behavioural Change Survey	<p>7 in 10 consciously supporting local businesses and set to do more online.</p> <p>A groundswell of support from consumers wanting to ‘buy local’ highlights an opportunity for Australian businesses to strengthen their online presence and offer new ways for people to access their products and services.</p> <ul style="list-style-type: none"> • Almost half of respondents say their households have increased their online shopping activities since the COVID-19 crisis began • 70% say they are now consciously supporting local businesses online • 70% would like to support more local businesses, but felt they only had a limited online presence <p>Read more here and survey results Part 1 – Working from home and Part 2 – Lifestyle and health.</p>
Deloitte Access Economics Report	<p>Deloitte Access Economics analysis.</p> <p>Benefits of small business digital engagement. Digital engagement is accelerating. For the first time, in 2019, there were more small businesses with high or advanced levels of digital engagement than those with basic or intermediate levels of engagement.</p> <p>Full report here.</p>
nbn™ network - Australian Broadband Demand Data Report	<p>Australian Broadband Data Demand – the report helping to keep Australians and internet providers informed about growing data demand over the nbn™ broadband access network.</p> <p>Updated weekly on a Monday here.</p>

NBN Co COVID-19 Relief Package




\$50 million
for connecting low-income families with school children

Support for low income households to assist with home schooling

nbn will waive its \$37 monthly wholesale charge for internet providers for many services on the 25/5Mbps speed tier between April and September 2020, to support low-income households with school-aged children who do not currently have an active nbn connection at home. This is intended to enable internet providers to create more affordable offers to connect these families as Term Two of school starts across the nation.




\$50 million
for small and medium businesses, emergency and essential services

Support for residential, and small and medium business customers

Funds will also be allocated help residential, and small and medium business customers who are struggling to pay their monthly bill to stay connected during this period of uncertainty. Small and medium businesses will also be able to receive discounted access to new connections of specified wholesale business grade products to help them to maintain or re-establish their businesses once this crisis passes.




\$50 million
for residential customers facing financial hardships

Support for emergency and essential services

The fund aims to build resilience for essential and emergency services, and telehealth providers as online demand for these services grows. This includes providing higher speeds for telehealth providers, enhanced service levels, and prioritised connections and fault resolution through this period of increased demand. A key feature will enable health providers, such as GP clinics, that have basic or standard **nbn** services to upgrade to eligible higher speed tiers at no additional charge to assist with telehealth needs.




Supporting Australia is our priority
NBN Co creates **\$150 million** COVID-19 relief and assistance package

More information

nbn's \$150 million relief and assistance package will be made available to internet providers in accordance with applicable terms and conditions from April to 30 September 2020, but it's a matter for retailers to determine when and what offers they develop for their customers.

Constituents who wish to access support outlined in this package should speak with their internet provider about what support is available to them.

www.nbn.com.au/workingfromhome