



Your Small Business Guide

Choosing a small business NBN internet plan



 **Easy
English**

ac(an)



You can get help with this book

To help you understand this book you can talk to

- a friend
- a family member
- a support person.



They can also help you find more information.



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **red**
- we write what the hard word means.

About this book



This book is about choosing a **broadband** plan.

Broadband is the internet you use at work. People normally use broadband through Wi-Fi.



Broadband will soon be provided over the **National Broadband Network (NBN)**.

The **NBN** is a new way of providing phone and internet services.



When you sign up for an broadband plan you will need to order the service through a **telco**.

A **telco** is the company that you pay for your internet. Some telcos are



- Telstra
- Optus
- Vodafone.



If you don't move to the NBN your phone will be turned off.

Can you get the NBN?

Your business might have broadband that is not provided by the NBN.



Your telco will tell you when the NBN is coming to your area.

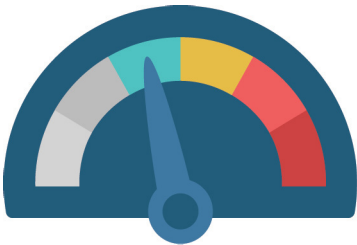
They will do this by sending you a letter in the post.



You can also check NBN Co's [website](#) to find out when the NBN is coming to your area.

Choosing your broadband speed

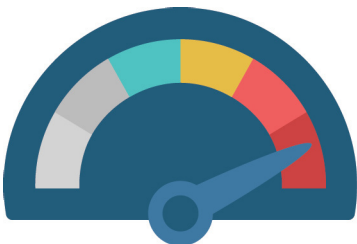
There are 3 different types of NBN broadband plans.



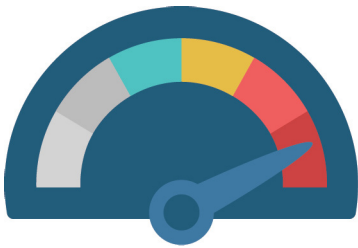
- NBN 25

- NBN 50

- NBN 100.



Each of the plans have different internet speeds.



The NBN plans with higher numbers should give you faster broadband.

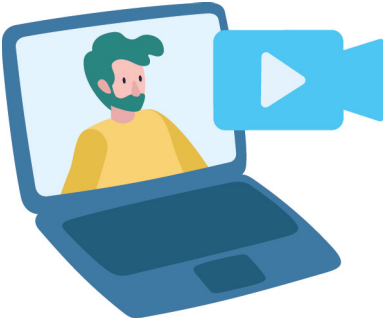
This means that the fastest broadband plans should be

- NBN 50
- NBN 100.



Faster broadband plans often cost more money.

You may need
a higher speed
broadband plan if



- you speak to people over video



- you send lots of files
- you get lots of files



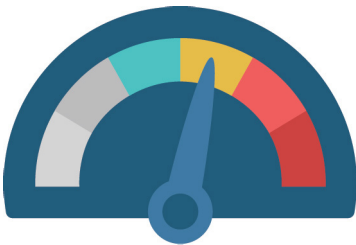
- lots of people at your work use the internet at the same time.

Choosing your telco



Comparing plans from lots of telcos can be hard.

To start comparing plans you might think about



- how fast you want your broadband to be



- how much your business can afford to pay for broadband.



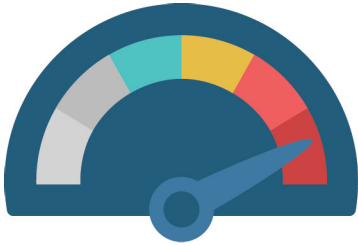
You can also use the **Critical Information Summary (CIS)**) to compare plans.

The **CIS** provides information about

- the price of the plan
- any extra money you might need to pay
- how long the plan is for.



The CIS is on all telcos' websites. You can also ask for it in-store.



If you run a small business you should also think about

- getting a higher speed plan than you use at home
- having a mobile phone that you can use in case the NBN is not working
- buying a business NBN plan.



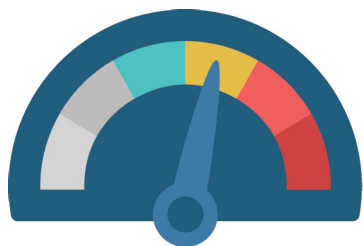
If you have a business NBN plan you can get help from a special NBN support team.

Your rights



All telcos need to give you a one-page Key Facts Sheet to help you compare NBN plans.

This includes information like



- what speeds you can expect from your NBN service



- whether the speed plan you chose is available at your work.

The Key Facts Sheet
will also tell you



- that the NBN won't work when there is no power



- if your security alarm service will work with the NBN



- if you can keep your phone number.

More Information



For more information
contact ACCAN



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