

The nbn® Fibre Upgrade Program:

How a fibre upgrade can increase the productivity of your business

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1.

Introduction

Businesses need their Internet service to be fast and reliable, and until recently, standard Internet was struggling to provide this. But this is changing with a plan to upgrade millions of Australian homes and businesses to a **world-class, full-fibre Internet connection** to improve reliability and offer significantly faster speeds than most Australians have ever experienced.

And for business, fast and reliable Internet is no longer considered a luxury: it's a necessity. Business as we knew it changed almost overnight due to the pandemic. Recognising this, the Australian Government—in partnership with nbn®—has sought to improve the country's broadband infrastructure

by launching the nbn® Fibre Connect Program. Fibre upgrades are free* under the program, saving eligible customers thousands of dollars on installation costs.

The program aims to replace ageing copper lines (which cost Australia \$52.5 billion annually to maintain) with fast and reliable fibre-optic cable. And with nbn® reporting 58% of fibre upgrades are currently occurring in regional areas, the fibre upgrade program has the potential to reduce the growing inequality between regional and city-based businesses.

\$52.5bn
- annual cost to
Australia to maintain
copper wires

But why is this happening now? With 40% of companies relying on video calling, cloud storage, and cloud-based applications, change was inevitable. The impacts of the pandemic accelerated the need for fast and reliable Internet connectivity, highlighting the shortcomings in Australia's broadband infrastructure.

Think about a typical day in your business. With the widespread adoption of hybrid working, team members are often in the office on different days. As a result, your business will likely rely on video calling software to facilitate online meetings and collaboration between team members. Does your business experience sound and quality issues during video calls and conferences? And what are your upload and download speeds like?

Cloud storage and cloud-based applications have become the norm for remote and office-based teams, making upload and download speeds important. And when everyone is in the office, there is nothing worse than having your Internet speed drop significantly when multiple users or devices are connected to the network. All these issues impact the output and the efficiency of your business.

The fastest way for a business to gain a competitive edge and increase their bottom

line is to boost productivity within their business. Upgrading to a full-fibre Internet connection can help businesses achieve this.

This e-book will help you to understand what a fibre upgrade is and how it will benefit your business, allowing you to make an informed decision about whether you should upgrade.



2.

What is a fibre upgrade?

To understand what a fibre upgrade is, you need to understand how you connect to the nbn® network.

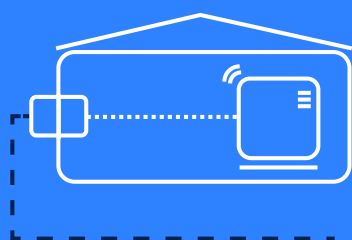
In simple terms, an nbn® connection is the technology that is used to connect a home or business to the nbn® network. The type of technology that connects you to the network will depend on where you are located. The most common connections are nbn® fixed line connections, which are where a physical line runs directly to your premises to connect it to the nbn® network.

A fibre upgrade involves updating your current nbn® fixed line connection to a full-

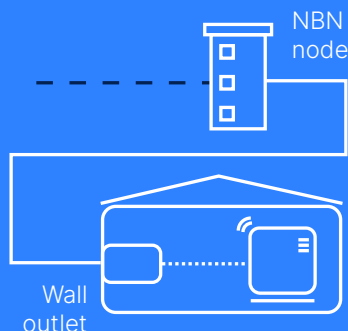
fibre connection. This involves upgrading the line from a mix of copper and fibre to a fibre-only connection, which is known as a Fibre to the Premises (FTTP) connection.

The connection types that are eligible for a fibre upgrade are fibre to the curb (FTTC) and fibre to the node (FTTN) connections. With both connection types, the fibre part of the connection stops at either the curb (the pit in the street out the front of your premises) or the nearest fibre node. The connection from the curb or the node to your premises is through a copper line. With FTTP, the entire connection (from one end of the line to the other) is made up of fibre.

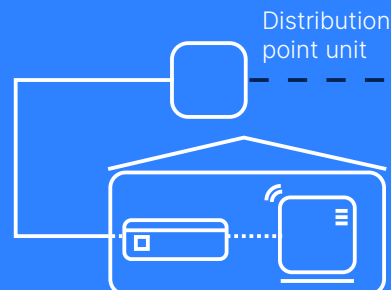
Fibre to the Premises



Fibre to the Node



Fibre to the Curb



Business
modem



NBN
connection &
utilities boxes



Network
connection
device

— Copper
line

- - - Fibre optic
cable

The nbn® Fibre Upgrade Program:

How a fibre upgrade can increase the productivity of your business

Copper has traditionally been used for telephone lines and older broadband technologies. It's less reliable and durable than fibre cable, making it more susceptible to weather conditions and degradation due to age and wear and tear.

When you remove the copper part of your Internet connection and replace it with fibre, you instantly improve the reliability of your business Internet service.

Another downside to copper is that it can't provide the same bandwidth or speeds as fibre. Copper carries data as electricity, not light like fibre optic cable. Light travels much faster than electricity which means faster speeds can be achieved with an FTTP connection.

After upgrading, you can choose from speeds up to 10x faster than what you can achieve on your current nbn® plan.



**Fibre connections
allow speeds
up to 20x faster
than copper!**

3.

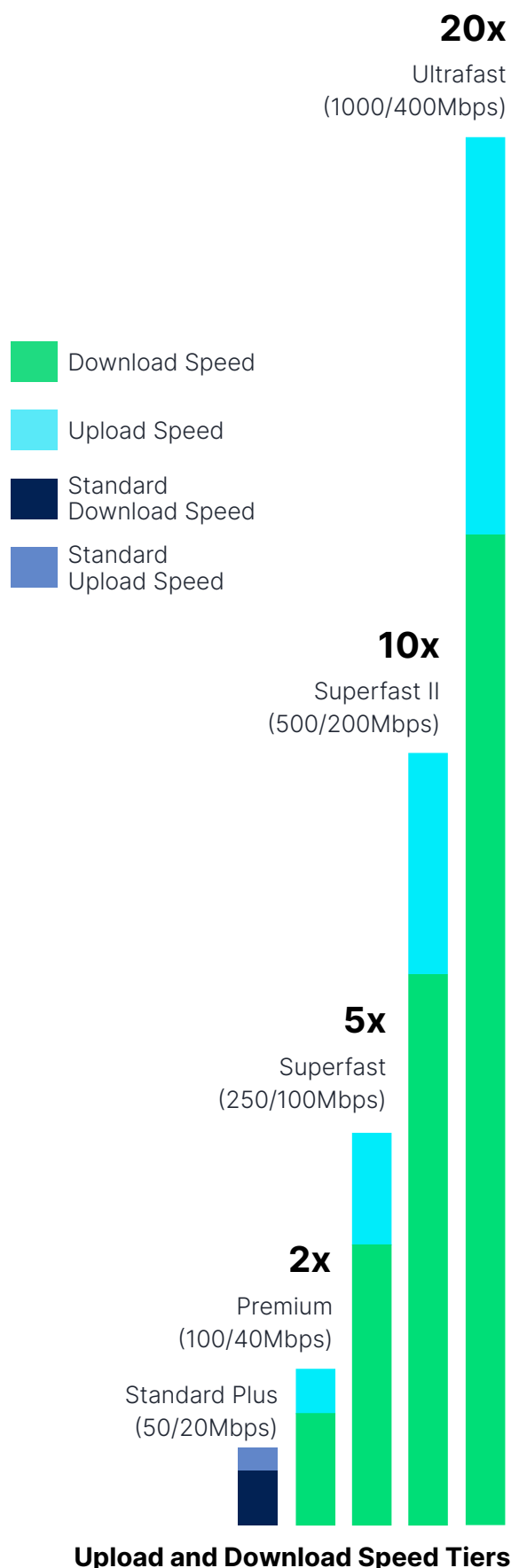
What can your business achieve with faster Internet speeds?

When upgrading to fibre, apart from reliability, an increase in speed is the most significant benefit to your business. Switching to a higher-speed plan can help fix a slow connection that regularly drops out, as faster speeds allow more data to be transferred through your connection and to do it much faster.

But what is speed? Internet speed refers to how fast your data is being transferred backwards and forwards between your device and a server. Bandwidth refers to the amount of data that can be uploaded or downloaded per second. Both are measured in Megabits per second (Mbps), which is the standard when it comes to measuring the speed of an Internet connection. Although they are often thought to be the same, they are different.

Think of it in terms of a highway. If you have 2 cars (devices or users) travelling in opposite directions on a highway with no other traffic, both cars can move quickly without needing to slow down. When you add extra cars (devices and users) to that highway, traffic slows down due to congestion (bandwidth is being used up, making your internet speed slow down).

By increasing your speed, you increase your bandwidth, allowing more data to be transmitted, and the data will be transmitted faster as there is less congestion. This is especially important when your employees are simultaneously using the Internet for different tasks—such as emailing, downloading and uploading, video calls or cloud-based apps.



4.

Which speed is right for my business?

When you visit an Internet provider's site looking for an Internet plan, you will see a range of different plans with different speeds. These are known as speed tiers. A speed tier provides you with the maximum possible speed a plan can achieve outside of peak usage times.

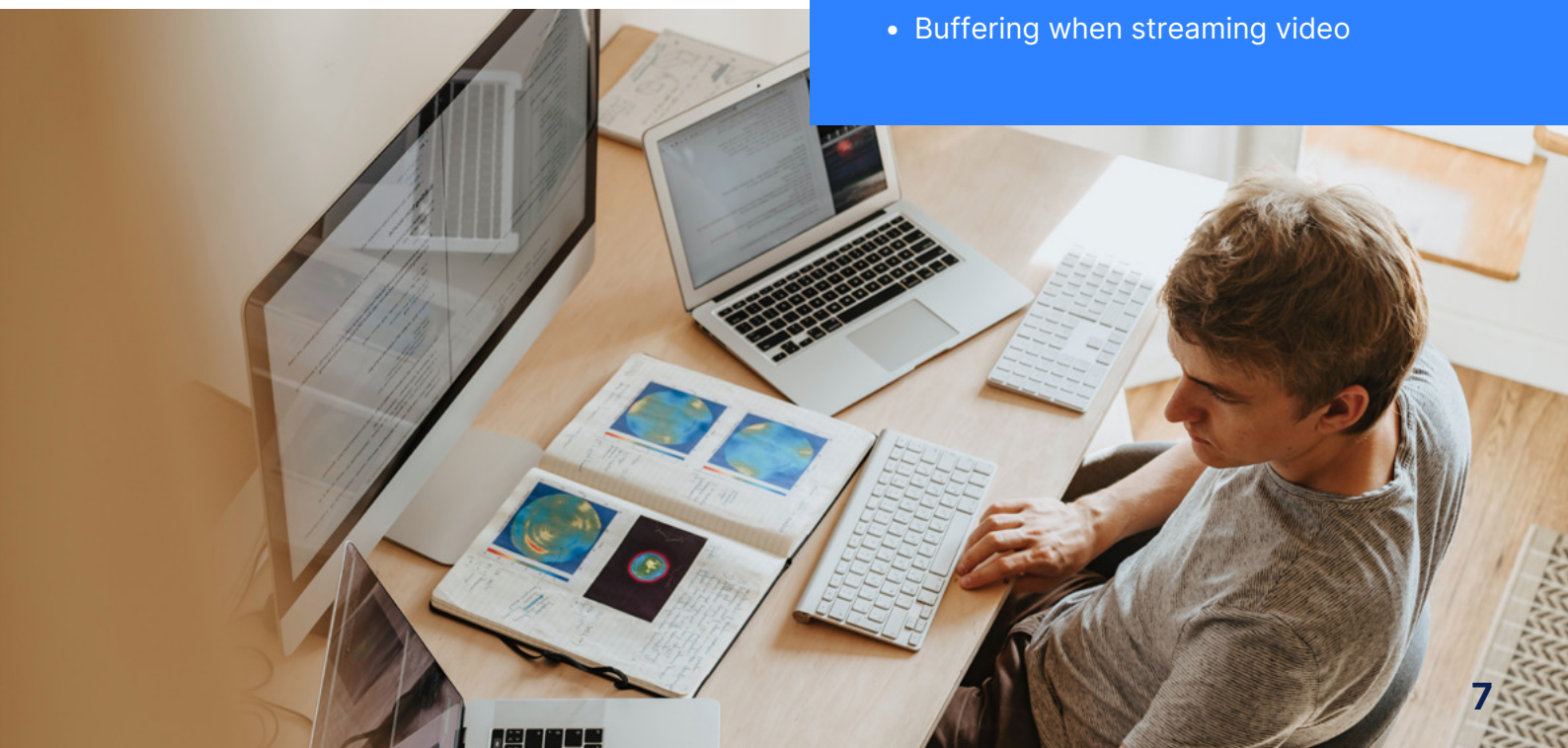
Peak usage time is the time of day when the greatest number of people are on the Internet. For consumers, peak usage time is between 7 pm–11 pm. For businesses, this is between 9 am–5 pm.

Busy periods mean a lot of congestion, which can cause your plan speeds to slow down. Providers will often provide 'typical' plan speeds so customers will know what speeds their plan may drop down to during peak usage times.

What are some of the signs that you need more speed on your Internet plan?

Your Internet speed slows down significantly when multiple devices or users are connected

- Sound and image quality issues during audio calls, video calls and conferences —or the connection drops out completely
- Backups and online syncing of media are slow or failing completely
- Uploading and downloading files takes forever
- Web pages take a long time to load
- Buffering when streaming video



At Commander, we offer you a range of business nbn® plans with different speeds. Check out the table (below) to see what you can achieve on our higher-speed nbn® fixed line plans.

It's important to remember that this is meant as a guide only. The number of employees performing multiple tasks online consecutively,

combined with the number of devices you have connected, will impact your Internet performance and the plan you should select.

So, in a nutshell, what will faster speeds mean for your business? **Increased productivity.** You and your team can work faster and more efficiently. It's as simple as that.

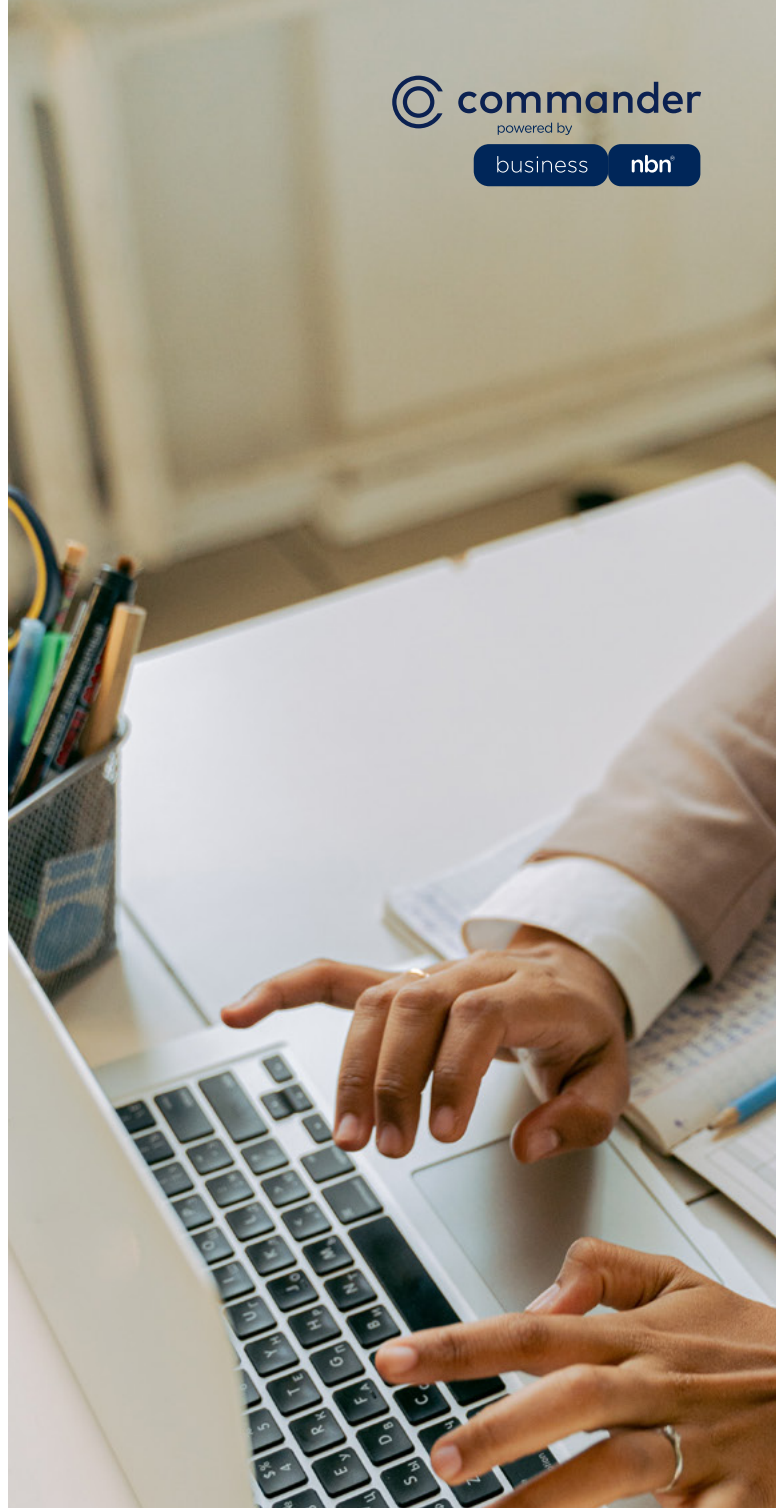
nbn® Plan Speeds	Internet Connection Type Required	Suggested Usage
Premium (100/40Mbps)	<ul style="list-style-type: none"> • FTTB/N (some connections only) • FTTC • FTTP • HFC 	<ul style="list-style-type: none"> • Businesses with up to 10 users or devices • Basic cloud-based apps and services • 4K video streaming • Video calls and conferencing • Uploading and downloading large files • Facilitates VPN, which supports remote working
Superfast (250/100Mbps)	<ul style="list-style-type: none"> • FTTP 	<ul style="list-style-type: none"> • Businesses with up to 20 users or devices • Multiple users can stream at the same time • Cloud-based apps and services • 8K video streaming • Video calls and conferencing • 10+ operational VoIP lines in your office • Uploading and downloading large files • Facilitates VPN, which supports remote working
Superfast II (500/200Mbps)	<ul style="list-style-type: none"> • FTTP 	<ul style="list-style-type: none"> • Businesses with up to 35 users or devices • Multiple users can stream at the same time • Cloud-based apps and services • 8K video streaming • Video calls and conferencing • 10+ operational VoIP lines in your office • Uploading and downloading large files • Facilitates VPN, which supports remote working
Ultrafast (1000/400Mbps)	<ul style="list-style-type: none"> • FTTP 	<ul style="list-style-type: none"> • Businesses with up to 50 users or devices • Ultimate connectivity for businesses • Multiple users can stream at the same time • Cloud-based apps and services • 8K video streaming • Video calls and conferencing • 10+ operational VoIP lines in your office • Uploading and downloading large files • Facilitates VPN, which supports remote working

5.

How will a fibre upgrade benefit your business?

- 1. Faster Speeds:** Fibre allows significantly higher speeds, enabling faster downloads, smoother video streaming, and overall better Internet performance.
- 2. Greater Bandwidth:** Faster speeds allow more data to be transferred through your connection.
- 3. Improved Reliability:** Fibre is more reliable than copper and is less prone to physical damage, which ensures consistent performance.
- 4. Better Network Performance:** By taking up a higher-speed plan, you can add more devices and users to the network without impacting Internet performance or speed (depending on your chosen plan).
- 5. Improved Communication and Collaboration:** An FTTP connection allows faster speeds. As a result, video conferencing, VoIP, and other real-time communication tools have become more reliable, enabling seamless collaboration between teams, clients, and partners.
- 6. Support for bandwidth-intensive applications:** With businesses increasingly relying on powerful, cloud-based applications, an FTTP connection can deliver the necessary bandwidth to support these applications.
- 7. FREE* Upgrade:** \$0* cost to upgrade, saving eligible customers thousands of dollars.

*See our website for full T&Cs:
commander.com.au/fctc



Wider Social and Economic Benefits:

- nbn® reported an increase of \$10 billion in economic activity resulting from job creation and new businesses
- The annual growth rate of **women entrepreneurs rose to 2.3% in nbn® connected areas versus 0.1% in non-nbn® connected areas**
- Australia is among the top 10 OECD countries in terms of Internet access and connectivity

6.

How can I upgrade, and what's involved in the installation process?

Upgrading your nbn® connection to fibre with Commander is easy. Follow these few simple steps to boost the productivity within your business today:

a. Check your eligibility: Determine if your area is eligible for the nbn® Fibre Upgrade Program by checking your address here: commander.com.au/fibre-upgrade

b. Order your upgrade online: You can order your upgrade and select your higher-speed plan directly from our [fibre upgrade page](#). If you'd rather speak to our team, you can call us (or request a call back) to ask questions about the process, order an upgrade, and discuss our plans.

c. nbn® connection boxes installed: Once you order your fibre upgrade, we will organise for an nbn® technician to go out to your business and install nbn® connection boxes on the inside and the outside of your premises.

d. Use your new plan: Once testing is complete, you can start using your FTTP connection and your new nbn® higher-speed plan.

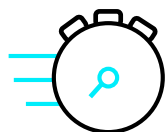


7.

Why choose Commander for your business nbn®?

At Commander, we have been providing small-medium sized businesses with tailored communications solutions for almost 40 years. It's what we do. We were made just for business!

Fast Activation



According to a 2022 nbn® report, **we activate business nbn® services**, on average, **2 days faster** than other Australian providers

FREE 4G Backup



FREE when you purchase the Commander Business Modem to ensure your business stays online

FREE Priority Network Support



Faults are fixed within a set time frame to get you back online quickly. Available on plans 250Mbps & above.

We understand that businesses grow and evolve. That's why we offer scalable solutions that can adapt to suit your business needs. Whether expanding your phone system, adding a UCaaS solution to combine your communication tools in one platform, or a scalable Internet solution, we have the flexibility to accommodate your business now and into the future.

Did You Know?

Fibre optic cable uses light to transmit data, making it faster and more efficient than copper, which carries data as electricity!

8.

Frequently Asked Questions (FAQs)

Q1: What is the nbn® Fibre Upgrade Program?

A1: The nbn® Fibre Upgrade Program is an initiative by the Australian government and nbn® to replace older network technologies (that include copper) with high-speed fibre-optic connections, offering faster and more reliable Internet access to homes and businesses.

Q2: How can I check if I am eligible for the nbn® Fibre Upgrade Program?

A2: Eligibility for the upgrade depends on your location and the existing network technology in your area. You can check your eligibility by filling out the 'check your address' box on our website. Visit: commander.com.au/fibre-upgrade/

Q3: What is involved in the nbn® Fibre installation process?

A3: The installation process typically involves a visit from an nbn-approved technician who will install the necessary equipment inside and outside your premises. They will ensure proper connectivity and test the system before completing the installation. You should keep your old service active until the upgrade is complete. This will ensure no interruptions to your Internet service during the upgrade.

Q4: Will additional work be required during the installation?

A4: Depending on the assessment by the nbn® technician, additional work may be required,

such as upgrading existing infrastructure or obtaining permissions for specific installations. Your service provider will inform you in advance if additional work is needed, the cost (if any), and any changes to your nbn® appointment.

Q5: Can I use my existing modem with the nbn® Fibre connection?

A5: If you want to use your current modem, our team can check to see if it's compatible. If your modem is incompatible, you have the option to purchase our modem. The Commander Business modem includes FREE 4G backup.

Q6: How long does it take to complete the nbn® Fibre installation?

A6: The installation process may vary depending on factors such as your location and the complexity of the installation. Usually, the installation itself is done in just a few hours. The wait time is a result of when an nbn® technician can be booked for your appointment. Once you place your order, we'll be able to give you a more precise idea of when the installation will happen.

Q7: Is the nbn® Fibre Upgrade Program available in regional areas?

A7: Yes, the nbn® Fibre Upgrade Program aims to extend coverage to both regional and metropolitan areas. A significant percentage of the upgrades are targeted towards regional locations to ensure equal access to high-speed Internet services.

Q8: How can I get more information about the nbn® Fibre Upgrade Program?

A8: For more information about the nbn® Fibre Upgrade Program, installation process, and equipment compatibility, visit our website: commander.com.au/fibre-upgrade/.

9.

Final Thoughts

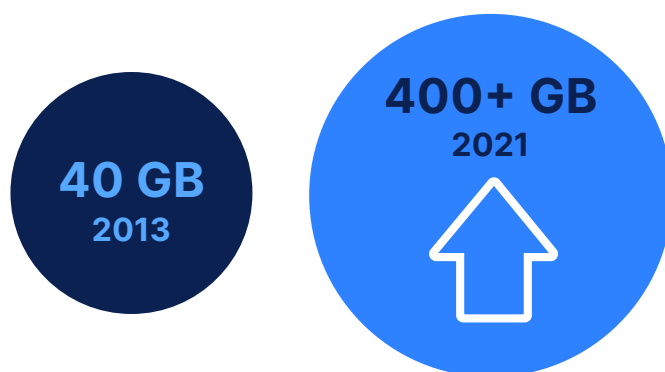
The facts are clear. Having fast and reliable Internet connectivity can significantly enhance the productivity of your business.

Think about the daily tasks that need to be completed within your business. Tasks that often require large data transfers, accessing cloud-based apps and meeting your team and customers on video calls. When you and your team can complete everyday tasks without your Internet service slowing down or cutting out entirely, work is completed more efficiently, boosting the productivity of your business.

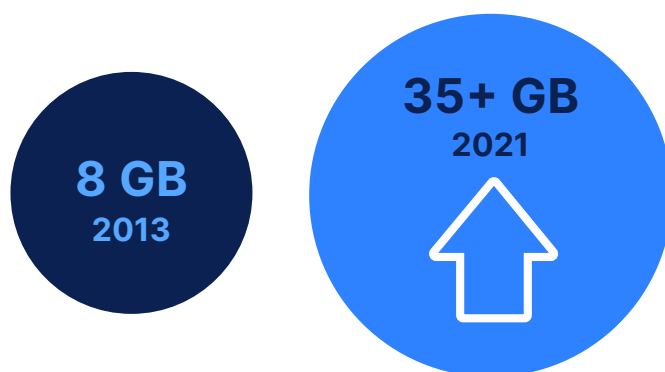
So, why should you upgrade to fibre? Because you can't afford not to! Businesses across Australia are upgrading their nbn® connection to fibre to gain an edge over their competitors. And with technology continuing to evolve, choosing the right nbn® plan speed for your business is crucial. And to access plans with higher speeds, you will most likely need a fibre upgrade.

Speak to Commander today about the benefits of upgrading your business on 1300 512 381 or order your fibre upgrade online at commander.com.au/fibre-upgrade.

Data Growth since 2013



Average monthly download
data usage per customer



Average monthly upload
data usage per customer



powered by

business

nbn®

Creating Better
Business Connections

1300 512 381



commander.com.au