

PHONE + NBN BUNDLING

Phone + nbn From One Provider: Real Benefits | VOCPhone

Here's a year in the life of a business buying internet from one company and phones from another. Nobody in the story does anything wrong, and it costs a fortune anyway.

Bundling isn't about a discount. It's about there being somebody to ring who can actually fix it. The characteristic cost of a split arrangement isn't a big outage, it's the intermittent fault that produces two honest "not us" answers and one business running its own investigation for a fortnight. On top of that: **the upload figure on your plan decides how your calls sound**, and consumer plans are deliberately lopsided (500/50) where business tiers are balanced (250/100, 500/200, 1000/400). VOCPhone business nbn includes a **complimentary phone line, unlimited data, no connection fees, free number porting and month-to-month terms, from \$89.90/month**, with an unlimited calls pack at \$15/month and 99.99% carrier-grade uptime on a network we own.

■ The short version

Month	What happens	What it costs
Feb	Calls start dropping out mid-morning. Phone provider checks the platform: healthy, packet loss arriving from upstream. ISP checks the line: within specification, speed test fine.	Two hours of the owner's time. Nothing resolved.
Mar	Still happening. Owner starts a spreadsheet of when calls fail. Both suppliers ask for examples. Both receive them. Both conclude it's the other one.	Six hours. Two apologetic emails to customers.
Apr	Someone finally notices the cloud backup runs at 10am and again at 2pm. It saturates the 50 Mbps upstream. Nobody was wrong, and nobody was looking at both halves.	Ten weeks of degraded calls to find a fifteen-minute fix.
Jun	Two staff join. Phone seats added easily. Connection now marginal, but the ISP contract has nine months to run and an exit fee.	Growth constrained by a contract nobody remembers signing.
Aug	Internet bill rises. Phone bill rises three weeks later on a different cycle. Neither increase is large; together they're annoying enough to prompt a review that nobody has time to do.	Two price rises, zero leverage.
Oct	Second site opens. Two suppliers to coordinate, two lead times, two install appointments that don't align. Phones live three weeks after the doors.	Three weeks of a new site taking calls on mobiles.
Dec	Four-hour outage. ISP acknowledges it. Phone provider can't route around it because it doesn't control the connection and wasn't told.	A day of trade in the busiest week.
Jan	Renewal season. The two contracts renew five months apart, so nothing can be changed as a package. Again.	The whole cycle starts over.

■ Also worth knowing

Plan	Speed	Typical evening	Monthly	Right for
nbn Home	500/50 100/20 on FTTN, FTTC, FTTB	92 / 17 on the 100/20 tier	\$79.90 (was \$99.90)	Sole traders and home offices. CGNAT shared IP.
nbn Business	250/100	237 / 96	\$89.90 (was \$104.90)	The sensible default for most small businesses. Static IP, business SLA.
nbn Business	500/200	467 / 191	\$109.90 (was \$124.90)	Teams doing video meetings, cloud backup and file movement alongside calls.
nbn Business	1000/400	957 / 388	\$139.90 (was \$164.90)	Larger sites and contact centres. Headroom you stop thinking about.

Why we can do this

VOCPhone owns and operates its own network, we're the carrier and the software vendor in one, 15+ years in the Australian market at 99.99% uptime, with Australian humans answering 24/7. That's what makes "one accountable provider" a fact about the architecture rather than a promise on a website. More on that in follow the money: the four companies between you and your phone calls.

■ Questions the full guide answers

- ☐ What am I actually buying when I bundle phone and internet?
- ☐ Which number on an internet plan decides how my calls sound?
- ☐ Can a provider really prioritise my voice traffic?
- ☐ Is bundling actually cheaper, or just simpler?
- ☐ If the internet drops, do we lose the phones too?
- ☐ When should we not bundle?
- ☐ How do we switch without dropping a single customer call?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 663 222** or visit vocphone.com/about/contact-us.