BUYING GUIDE · BUSINESS NBN · 2026

Choosing an NBN Provider? Ask These 12 Questions

The scorecard, the red flags, and what really happens when the office internet goes down.

Speed tiers and evening speeds are now similar across most providers. What separates them is **who owns the network, how fast faults get fixed, what IP you get and who answers.** None of that is on a comparison site.

The twelve-question scorecard (2 yes, 1 hedge, 0 no)

#	Ask	Score
1	Do you own and operate the network after NBN Co hands over?	
2	What is the typical evening speed, 7pm to 11pm?	
3	Is a static IP included, from your own range?	
4	Is there a business grade fault service level?	
5	Will you alert me if my service drops?	
6	Who answers support, where, and can they see my service?	
7	Do you peer directly with Microsoft, Google and others?	
8	Is a router included and set up for calls?	
9	What is the upload, and how are calls protected?	
10	Can you supply our phone system too?	
11	What is the contract and the cost to leave?	
12	Are setup, porting or the router charged?	

Your score

20 to 24: built for business. **12 to 19:** probe the zeros. **Under 12:** a consumer plan with a business label.

Red flags

- Only an "up to" speed
- A promo hiding a long contract
- Business plan with a shared CGNAT IP
- Email-only or after-hours-only support
- Router fees on early exit
- No address check before a fast tier

When it breaks

- You can only report faults to your provider
- A good provider tests its own network first
- It lodges NBN faults with NBN Co itself
- The service level sets the repair clock
- Cloud phones ring on mobiles meanwhile

Switching without losing the phones

1. **Check your address** and connection type.
2. **List what depends on the line:** phones, EFTPOS, alarms, VPNs.
3. **Sort the phones first**, and never cancel before a port completes.
4. **Cut over at a quiet time** with the mobile app as a fallback.
5. **Update anything tied to the old IP.**
6. **Test calls, payments and remote access**, then cancel the old service.

VOCPhone nbn (vocphone.com/nbn-plans, 23 Nov 2026)

Plan	Typical evening	Monthly
Business 250/100	237/96 Mbps	$99.90
Business 500/200 (FTTP)	467/191 Mbps	$119.90
Business Gigabit (FTTP)	957/388 Mbps	$149.90
Home 500/50	443/43 Mbps	$89.90

VOCPhone

Australian owned, our own network, 99.99% uptime, 15+ years. Static IP and business grade SLA on business plans, month-to-month, free setup and porting. Book a demo at vocphone.com/book-demo or call 1300 663 222.