THE BUSINESS OF DOING GREAT THINGS

Is your internet setup optimised for the best nbn® experience? Regular checks can help ensure you continue to be in the business of doing great things online.

Retail Service Provider of

skymesh

nbn®

TOP TIPS FOR BUSINESSES

Understand your internet usage

Assess how many people and devices are using the internet in your business at the same time, what applications are being used (e.g. video calls or cloud services), and when your peak usage times are. This helps ensure you have enough bandwidth to support your business activities without interruptions.

Compare plans

Look at different service providers and compare speeds, prioritised data options, and costs. You may want to consider business plans which offer higher upload speeds, static IP addresses and enhanced customer support.

Redundancies and backup

Consider having a backup internet connection like mobile broadband (4G/5G) or another fixed connection. This way, if your main internet goes down, you can stay online and keep your business running smoothly.

Internal cabling

Use CAT 6 Ethernet cables, or higher, for a fast and reliable internet connection. Have a Wi-Fi backup for cabled devices in case the cable fails.

Check if your Wi-Fi router meets your business needs and nbn plan

If your Wi-Fi router is more than five years old, you may want to consider your internet setup and whether it's still suitable for your needs. The Wi-Fi generation of your router could influence the speeds you experience on your nbn plan.

Routers that prioritise bandwidth are ideal for critical applications like VoIP and video conferencing. Additionally, SD-WAN routers can simplify network management, enhance security, and improve performance.

For tailored advice, consult your provider about your router's performance and your nbn plan. Refer to the table below for reference.

Wi-Fi Generation	Typical maximum Wi-Fi Speeds	Approximate year of release
Wi-Fi 7 (802.11be)	Over 1Gbps	2024
Wi-Fi 6 (802.11ax)	Up to 1Gbps	2019
Wi-Fi 5 (802.11ac)	Up to 500Mbps	2013
Wi Fi 4 (802.11n)	Up to 100Mbps	2009

Important: This table is intended to be a guide only. Device capabilities may vary by internet provider or manufacturer. We recommend speaking with your internet provider about the performance of your Wi-Fi router and your nbn plan.

Remember

Your business internet setup is just one part of your overall internet experience. Your experience on the nbn network can also depend on other factors, such as your nbn access technology and whether you are using the internet during the busy period. If you've tried the hints and tips in this guide and are still unsatisfied with your nbn experience, we recommend speaking with your service provider or IT specialist to discuss what business internet setup equipment may suit your usage and help troubleshoot the issue.

TROUBLESHOOTING TIPS

Having connection issues? Here are our top tips that may help improve speed, stability and performance.

Wi-Fi keep cutting out?

There may be too many devices connected to the Wi-Fi at one time. You might want to consider using a wired connection to reduce Wi-Fi contention and improve Wi-Fi experience. Wired connections typically offer more reliable and faster internet speeds, making them better for essential business activities. See below table for more information.

Type of Connection	Wired	Wireless (Wi-Fi)
Types of Devices and Applications	Those requiring more reliability and lower latency.	Those requiring more mobility.
Description	Use wired connections for critical devices and critical applications (e.g. a localised server, point of sale or a security system) to reduce latency and improve reliability.	Use wireless connections for backup/ redundancy as well as for devices that are portable (e.g. laptops, tablets and mobiles). If you're thinking about upgrading your Wi-Fi router, you may want to consider a Wi-Fi 6 router or above. The latest standards offer faster speeds, better performance in congested areas, and improved battery life for connected devices.

Internet feeling sluggish?

- **Check the position and location of your Wi-Fi router:** Position it in an open, elevated, uncluttered area, away from items that could obstruct the Wi-Fi signal (such as metal cabinets, large mirrors or thick walls).
- **Regularly monitor and test your connection:** Conduct speed tests (search 'speed test' in the browser of your device to find one). This will help check whether your device has adequate speeds for your business needs. Monitor performance during peak hours and compare Wi-Fi vs. wired connections to identify issues early like slow speeds or dropouts.
- **Consider a mesh network for better Wi-Fi coverage:** A mesh network links multiple routers or access points throughout the office to help provide reliable and scalable coverage. This can be particularly important for larger or more complex business layouts, like warehouses, which may require broader coverage than smaller office spaces.

Frequently Asked Questions

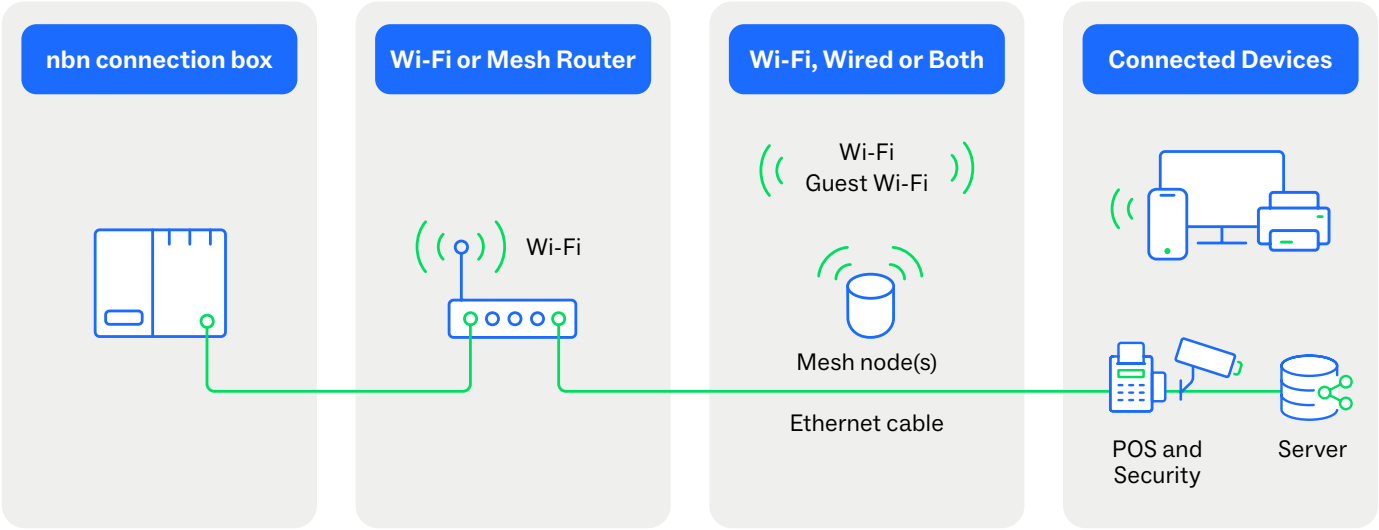
Can I use my current internet setup with an nbn connection?

In some cases, yes. It's a good idea to speak with your service provider or IT specialist about your current internet setup. You may need to upgrade existing equipment, such as your Wi-Fi router, or purchase new hardware to access the speeds possible on your nbn plan.

How can I extend my network's range?

You might want to consider adding Wi-Fi access points or using a mesh network.

Typical Business Internet Setup



Helpful Terms

- **Access Point:** A wireless connection point that improves Wi-Fi coverage by linking back to your wired network. They improve internet access in areas with weak or no signal. For a more stable connection, reduced network congestion and stronger coverage, it's recommended to link access points (or mesh node points) via Ethernet cables.
- **Bandwidth:** The amount of data that can be sent over your network, measured in Mbps.
- **Ethernet Cable:** Connects devices to the internet with a wired connection.
- **Local Area Network (LAN) Port:** A port on your nbn connection box that is used to connect your devices to your Wi-Fi router.
- **Mesh Network:** A mesh network is a more advanced Wi-Fi network setup, typically beneficial to cover larger areas. It uses a main mesh router and one or more mesh nodes to improve Wi-Fi across your business. These devices work in unison to ensure better Wi-Fi coverage around the business.
- **nbn connection box:** Acts as a modem, sending and receiving signals across the nbn network and connecting to your Wi-Fi router via an Ethernet cable. It is supplied by nbn at the time of installation and comes in 1-Port and 4-Port Ethernet option. If you're connected to the nbn network via a Fibre to the Node (FTTN) or Fibre to the Building (FTTB), your business will not have an nbn connection box.
- **Port:** A slot to plug in the Ethernet cable.
- **Service Set Identifier (SSID):** The name of your Wi-Fi network that shows up when you search for networks.
- **Software-Defined Wide Area Network (SD-WAN):** A virtual networking technology designed to simplify network management, enhance security and improve application performance across various network environments.
- **Switch:** Connects multiple devices within a local area network (LAN) and manages the data traffic between them.
- **Wide Area Network (WAN) Port:** Links your Wi-Fi router to your nbn connection box, connecting your business to the nbn network.
- **Wi-Fi Router:** Connects your business network to the internet and shares it amongst your connected devices.

Need more help?

Follow this **link** to learn more useful hints and tips.

Contact your service provider or IT specialist for a personalised assessment to help ensure your business setup can take full advantage of your nbn connection.