COVID-19 Small and Medium Business Package Update

nbn helping to support small and medium Australian businesses

Details here.

To help Australians respond to the COVID-19 pandemic, nbn is providing up to $50 million to assist phone and internet providers to support small and medium businesses.

Designed to support small and medium businesses in financial hardship, this funding will help phone and internet providers keep customers connected in these difficult times. Participating phone and internet providers will establish their own offers in relation to nbn’s financial hardship support offer.

nbn is also supporting phone and internet providers to assist small and medium businesses with discounted access to new connections of specified wholesale business grade products, to help them to maintain or re-establish their businesses, once this crisis passes.

How do I know if I’m eligible?
These offers are available for eligible small and medium businesses with less than 200 employees. You can contact your phone and internet provider and they will help determine if you are eligible for assistance.

Frequently Asked Questions
What will I have to pay?
Depending on your need for financial relief and required business connectivity, your phone and internet provider will advise the relevant fee for monthly costs and the period of the offer on your nbn™ service. The financial hardship assistance period commenced in April 2020 and will run to September 2020. The offer for discounted access to new connections of specified wholesale business grade products commenced in April 2020 and will run to January 2021.

How long will it take to get connected to the nbn™ broadband access network?
Connection times are taking longer during the COVID-19 pandemic because of high demand. nbn is striving to complete all new connections as quickly as possible.

Will the nbn™ service or offer automatically end when the assistance period is over?
nbn will begin charging phone and internet providers regular prices for services at the end of the assistance period. Please contact your phone and internet provider to ask what happens at the end of the assistance period and make sure you agree and understand any ongoing costs.

What if I already have an nbn™ powered plan and I’m experiencing financial hardship during COVID-19?
nbn’s financial hardship support offer applies to existing nbn™ powered plans as well as new plans. Participating phone and internet providers will establish their own offers in relation to nbn’s financial hardship support offer.

How to access?
Please contact your current phone and internet provider to learn more.

As at 22 May, 2020