

VOICE + NBN BUNDLING

Bundle Business Phone + nbn: The Benefits | Uniden Voice

Buy your calls from one company and your internet from another, and an intermittent fault belongs to nobody. Here is what genuinely changes when both come from the same provider, and the two cases where bundling is the wrong call.

The main benefit of bundling is not the discount, it is that faults stop being somebody else's problem. When voice and internet come from two suppliers, a crackly-calls fault produces two honest "not us" answers and one business running its own investigation for weeks. One provider means one owner. On top of that: **voice traffic can only be prioritised across a path somebody controls**, and business nbn tiers give you the **upload headroom** that consumer plans deliberately withhold. 250/100, 500/200 and 1000/400 instead of 500/50. Uniden Voice business nbn includes **a phone line, unlimited data, free setup, free number porting and no lock-in contract**, from **\$89.90/month**, with an optional unlimited calls pack at **\$15/month** and a 99.99% carrier-grade uptime target.

■ The short version

Segment	Who controls it	Can voice be prioritised?
Your LAN and router	You, or whoever configured the router	✓ Yes, and this is where most avoidable damage occurs
The access tail to the provider	Your internet provider	Partly, depends on the plan class and how the provider handles it
The provider's own network	Your internet provider	✓ Yes, if the voice platform is inside the same network
The public internet between providers	Nobody in particular	✗ No, this is the segment bundling removes

Also worth knowing

Plan	Speed	Typical evening	Monthly	Suited to
nbn Home	500/50 100/20 on FTTN, FTTC, FTTB	92/17 on the 100/20 tier	\$79.90 (reg. \$99.90)	Home offices and sole traders. CGNAT shared IP.
nbn Business	250/100	237/96	\$89.90 (reg. \$104.90)	The default for most small businesses. Static IP, business SLA, priority support.
nbn Business	500/200	467/191	\$109.90 (reg. \$124.90)	Teams doing video, cloud backup and heavy file movement alongside calls.
nbn Business Gigabit	1000/400	957/388	\$139.90 (reg. \$164.90)	Larger sites, contact centres, and anywhere local server hosting matters.

Both of them are right, and that is the problem

Voice faults are very often *interaction* faults. The connection is fine on average and briefly terrible at the moment that matters. The platform is fine and receiving damaged audio. Neither supplier can see the other's half, neither is lying, and neither has any commercial reason to keep digging. The business ends up running the investigation, with no access to either network, no packet captures, and a receptionist apologising to customers in the meantime.

Questions the full guide answers

- ☐ What is the single biggest benefit of bundling phone and internet?
- ☐ Can voice traffic really be prioritised on an nbn connection?
- ☐ Why does upload speed matter so much for a business phone system?
- ☐ Does bundling save money, or just simplify the paperwork?
- ☐ If my internet goes down, do I lose my phones as well?
- ☐ When is bundling the wrong decision?
- ☐ How does the switchover work, and will we lose calls?

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 881 662** or visit **unidenvoice.com/get-started**.