TECHNICAL EXPLAINER · BUSINESS NBN · 2026

Same NBN, Different Provider

What your retailer controls after NBN Co hands over, what the ACCC's final report found, and why calls care.

NBN Co builds the line to your premises and hands your traffic to your retailer at one of **121 points of interconnect**. Everything after that handover is the retailer's own network, and it is where most of your experience is decided.

Who controls what

NBN Co	Your retailer	You
Access technology (FTTP, HFC, FTTN)	Backhaul and core capacity	Router and office network
The line to your premises	Peering and transit routes	Wi-Fi and cabling
Wholesale fault process	IP addresses (CGNAT or static)	When big uploads run
	The fault service level it buys	
	Support and diagnostics	

ACCC Report 33: busy-hour download

- Final report, data from March 2026
- Range 95.2% to 102.3% of plan speed
- Most major retailers at or above 100%
- Speed is largely solved on fixed line

ACCC Report 33: outages

- Share of test connections with no outage
- Ranged from 33.0% to 64.2% by retailer
- An outage is a drop of 30 seconds or more
- A short drop is a dropped phone call

What a call needs from the line

Measure	Target	Why
Bandwidth	About 100 kbps each way	Rarely the problem
One-way delay	Well under 150 ms	Longer and people talk over each other
Jitter	Low and steady	Uneven packets get buffered or dropped
Packet loss	Under 1%	Words go missing or calls drop
Upload	Headroom kept free	Your voice goes up the line

Reading a plan page

- [ ] Typical evening speed published per plan
- [ ] Upload of 40 Mbps or more for a busy office
- [ ] Static IP on business plans
- [ ] A named business grade SLA
- [ ] Router supplied pre-configured
- [ ] The provider owns and operates its network
- [ ] Month-to-month or a short, clear term

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