

A Guide to

Business Communications

In NBN Era

Changes | **Impact** | **Critical Facets**

Every Australian Business Need to Know






ABOUT

Like most Australian businesses, your telephony and internet network are the mostly the backbone of your business operations. They build the tunnels you used to drive sales and your communication with clients, partners and suppliers. And they are to key to keep your staff profitably productive. That's why it's imperative you understand what NBN is, how will you be affected, and get your business ready as the new National Broadband Network being rolled out across the country.

This guide especially focuses on the NBN's impacts on business communications, so you can understand what is happening and, if necessary, make the shift in the smartest way possible.

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What Is the NBN And How Will Your Business Be Affected



THE NBN

Implemented by the Australia government, the National Broadband Network (NBN) is an infrastructure project that aims to bring high internet speeds to business across the nation. However, it's more than just the internet - the fiber optics cables will replace the existing copper wire cables that power phone lines to the vast majority of premises across the country - including under-served areas outside major coastal population zones.

THE IMPACT OF THE NBN MANDATE

- *Every device that currently uses a landline will be affected.*
- *And every device will have to be IP enabled.*

1 Compulsory Transition

The moving to NBN is mandatory. Once NBN has announced your area is ready for the service, you will have up to 18 months to switch. After this period, existing landline and ADSL broadband will be permanently switched off.

2 PSTN and ISDN Shutdown

The rollout of Fibre NBN will switch off the vast majority of the Public Switch Telephone Networks (PSTN). And ISDN shutdown is also in process. From September 2019 the disconnection of ISDN services will commence around Australia and the process will finish in 2022. By then, all communications will move from running via analog signals to digital, and run over your internet connections, making SIP or VoIP the only option for home/business communications.

- PSTN lines are being canceled
- End of sales for ISDN services
- Copper will no longer be supported
- The voice traffic has to move over NBN media (Internet)



June 2018

New sales halted for all ISDN services

September 2019

ISDN disconnection starts

2022

Decommissioning of ISDN complete

Telstra's current plan for ISDN shutdown

3 Devices Need to be Upgrade

Your business services or devices underpinning landline will have to be replaced or upgraded to adapt to NBN, which might include:



Phone Lines and Voice Service



Office Phone System



Fax Machine



EFTPOS & HICAPS Terminal



Security Systems



Internet Connection

Business Communications in the NBN Era



Whether you love it or hate it, the mandatory NBN changes everything when it comes to phone systems and business communications. In most cases, the changes are positive, opening up new opportunities with next-level communications efficiency, mobility, flexibility, and cost-savings underpinning the Voice Over Internet Protocol (VOIP) technology.

However, there are some caveats that many business aren't prepared for yet - the disconnection to traditional copper wires in the ground. These are the copper phone lines that we have all used for a very long time. And businesses now will be forced to replace them with NBN-compatible voice services and devices.

The change is doomed. Telephony and communications are fast becoming digital. So, what are the new options? How business is impacted? What should be considered in better preparation for the national digital switch-over? To give you the rundown, this chapter introduces what you need to know to make the most out of the business communications in the NBN era and facilitate a smooth transition to VoIP where possible.

Understand the Basis

VoIP on NBN

The new voice service to replace landline and how it makes a difference

Embrace a Smooth Transition

5 Essential Steps & FAQ

Know essential steps to ensure a smooth transition to VoIP on NBN and find answers for your concerns

Make the Most Out of It

Unified Communications

Ride the wave of next-level mobility and communications efficiency in the NBN world.

**Understand
the Basis**



VoIP on NBN: What It Is and the Key Differentiators from Landline

As the NBN progressively phases out PSTN and ISDN network, your new business phone service will have to rely on the internet to make and receive calls. This type of phone service is known as Voice over Internet Protocol or VoIP.

A right VoIP solution can provide significant advantages over landline systems, starting with the opportunity to save money. Utilizing the new technology can also include new productivity-enhancing features that have the potential to improve the way you do business.

However, not all business phone system can support the essential voice technology when it comes to NBN rollout. Legacy systems like analog phone system, key telephone system or traditional PBX - commonly known as Analog PBX/PABX or TDM PBX - are most likely failed to support SIP Trunking (VoIP) and will need to be replaced for business continuity concerns.

Below is a short comparison chart to help you get a general understanding of the differences between a landline-based legacy system and VoIP-based NBN-ready system.

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Comparison	THE OLD - Landline System	THE NEW - VoIP System
Technology Base	Analog communications based on copper wiring.	Digital communications based on Internet connections.
Call Quality	High quality and reliable	Depend on your internet provider
Call Rates	Long-distance and international calls are expensive.	Usually 40-80% less expensive than the landline.
Feature	Obsolescence leads to increasing incompatibility with advanced features like video conferencing, voicemail to email, etc.	Capable of almost all the advanced features a modern business needs. These features can be included free of charge dependent on the phone system you use.
Mobility	Low. Business phone services is tied to the office.	High. Users will be able to access business phone lines and services anywhere.
Scalability	Scaling requires additional phone lines and hardware investment.	Grow with your business. User number and concurrent calls are highly scalable.
Unified Communications	Do not support.	Users will be able to integrate voice, video, message, and business-critical 3rd-party software like CRM, hotel PMS, etc.



**Embrace
a Smooth
Transition**

5 **Essential Steps to Embrace a Smooth Transition to VoIP on NBN**

Whether you're moving from PSTN or ISDN to the VoIP on NBN, the process of moving will take some time and can get very confusing. This is why we created this step-by-step guide to ensure your transition of business communications to NBN an easy one. We suggest starting this process with a minimum of 180 days before the copper phone lines are disconnected in your area.

1

Check your equipment for NBN compatibility

Have a thorough check on your business phone system, handset, fax machine and any other devices that connect to copper phone lines for NBN compatibility. It's advised to call your current suppliers and ask how your devices will be affected and anything to keep in mind when transitioning to the NBN.

2

Choose your Internet provider

Your phone system will now need to “share” your NBN Internet access, so a slow or unreliable connection will affect the quality of your calls. NBN offering multiple speeds and prices, so when choosing the service, you need to ask questions about reliability, speed at peak times, service level agreements and bandwidth.

3

Assess your options for upgrading phone system, if necessary

In a lot of cases you can get an NBN compatible business phone system even before the NBN is available in your area. Moving to a VoIP Phone System is likely to save your business money, but not all VoIP solutions are created equal. Make sure to do extensive market research before making your final decision.

Tips: Here is a comprehensive SMB Business Phone System Buyer Guide that provides the essential information and tools you will need to understand the available options, things to look for, and gain valuable insights on how to evaluate your purchase to find a right solution that will save you money, time, and effort.

[Download >>](#)

SMB Business Phone System Buyer Guide

4

Choose your Internet Telephony Service Provider and Port Your numbers

Internet Telephony Service Providers provide different SIP Trunking, numbers, and VoIP calling plans dependent on your requirements and mostly their plans will vary in regards to the call rates for local, national, internal and mobile calls. Before coming to them, you will need to know how many lines and the concurrent calls you will need. And when making the choice, make sure that the services can work perfectly with your business phone system (PBX).

If you need to keep your existing landline number, there is one additional step of number porting. To move your numbers, call your phone carrier who will be looking after your phone numbers on the NBN and ask for a number porting process.

5

Turn off the old services

Now all your devices and telephone numbers have moved over to your new IP based communications world, it's time to cancel your old landline services.

If the landline is not completely shutdown in your area, you can also choose to keep them as a backup plan for your business voice communications.



Common FAQ on Your Way to VoIP on NBN

This part outlines the common questions you might have when switching to VoIP-based solution, and steers you clear with expert insights in regards to answers and possible solutions.

Q Can I keep my existing landline number when using VoIP?

A YES! In most cases, you can bring your existing number over with you to the new VoIP service. Some VoIP service providers do offer number porting against fees. Another thing you will need to be aware of is that the number porting process could take 2-14 days to complete. So it's important to plan ahead before the landline service is completely shutdown in your area.

Q How do I know if my existing phone system is NBN-Compatible?

A If you are using analog phone system, key telephone system or traditional PABX, then it is most likely not NBN compatible. You will need to upgrade the system to be IP-based or take a phased transition with PSTN or ISDN Gateway that could convert your analog voice signal into digital data. But this won't be a future-proof or long-term solution, because traditional landline systems are increasingly losing support and new options are no longer built.

Q Do I need to replace my analog telephones when moving to VoIP?

A Not necessary. You can still keep your analog telephones and connect them to your new VoIP network and VoIP business phone system (PBX) with FXS analog VoIP gateway.

Q What happens if systems aren't updated?

A If you don't update your systems, you may lose access to affected phone line systems or broadband after the disconnection date. You do not want to experience a situation where you are unable to receive incoming calls or aren't able to make outbound calls.

Q Do I have to use Cloud Phone System (Hosted Phone System) for VoIP Service?

A No, you don't. NBN ready phone system can be either cloud-based or on-premises. As long as it supports VoIP technology, you can use it. And sometimes, on-premises VoIP phone systems can boast greater advantages than cloud solutions in regards to security, control, total costs of ownership, and the ability to incorporate both VoIP and traditional phone lines (ISDN, PSTN, GSM) without relying on other devices.

Q How much bandwidth will be required for VoIP?

A It depends on your call volumes and requirement for call quality and stability. Typically, you will need anywhere from 85 - 100 Kbps per concurrent VoIP call. And for a bandwidth requirement estimate, you'll want to look at your peak call volume to ensure that your internet can handle your busiest hours.

Q Can I take my number with me when I travel with VoIP?

A Yes, most providers allow you to use your VoIP service wherever you travel as long as you have a high-speed Internet connection and a mobile/desktop softphone. Through any of these mediums, calling works just as if you were dialing from your office.

Q How can VoIP benefit my business?

A The greatest benefit of using VoIP is the money factor. Traditional landline will charge more for long-distance calls, call waiting, voicemail, caller ID, and other features. These features (plus more) come standard with VoIP plans at a low monthly rate or even free. Other benefits for using VoIP in the workplace include: improved productivity through advanced features such as softphone, video conferencing and click-to-call; integrating services with CRM software; remote management, inclusive tech support, etc.



**Make the
Most Out
of It**

Unified Communications: A Essential Strategy to Future-proof Your Business

If the NBN has presented a world of opportunities to transform business communications, then Unified Communications must be on the spotlight to create a brilliant connected future for any company that wishes to ensure the attainment of best results.

Modern office communications require connectivity, mobility, and unique features for a variety of users. And Unified Communications (UC) brings all of these advanced capabilities together. Built upon the VoIP technology, Unified Communications is one step further. It consolidates multiple means of communications - telephony, conferencing, text messaging, cloud sharing, presence, clients (both desktop and mobile) and more - into one single integrated platform and enhances business cost-efficiency and productivity in an unprecedented way.

An UC-capable NBN-enabled phone system can come in handy in various scenarios for Australia businesses to stay competitive ahead of the ever-changing business landscape.



Bolstered Team Collaboration

Enable voice, instant messaging, file sharing, presence and more in one single platform to shorten team communications runaround time, empowering real-time brainstorming and project discussion session.



BYOD-Stay Connected Anywhere Anytime

With dedicated computer desktop and mobile client integration, turn your own devices into fully-featured office extensions. Stay connected and remain productive whenever and wherever.



Better Customer Service

Integrate business-critical systems like CRM with your phone system to unfold your customer profile upon a customer call and enhance customer interaction and satisfaction.



Slashed Costs

Consolidate a slew of paid tools into a single, all-inclusive communication platform, reducing the additional capital investment on different 3rd party applications and streamlining business resources management.

The NBN represents new technology that can really transform your business at lower costs. It's a major opportunity for you to add powerful communication capabilities - taking advantage of Unified Communications technology and all the mobility benefits it provides. It does take some time and investment to shift from landline to VoIP or even Unified Communications though, but the efforts are sure to reward.

A man with dark hair and glasses is smiling while talking on a silver mobile phone. He is wearing a blue button-down shirt. The background is a bright, out-of-focus indoor setting with light coming from a window.

THE CLOCK OF NBN IS TICKING VOIP & UNIFIED COMMUNICATIONS IS THE WAY TO GO

Talk To An Expert

Yeastar has been helping business shift to Internet-based telephony and manage the changes from the old, traditional phone line systems to the world of VoIP and Unified Communications for years. If you are in need of help to upgrade your legacy phone system to adapt to NBN. Free free to get a free consultancy with our representatives at sales@yeastar.com

About Yeastar

Yeastar provides cloud-based and on-premises VoIP Business Phone System for SMEs and delivers Unified Communications (UC) solutions that connect the workforce and clients more efficiently. Founded in 2006, Yeastar has established itself as a global leader in the industry with a worldwide network of value-added distributors and resellers and over 200,000 customers. Yeastar customers enjoy the easy-to-own and easy-to-manage communications solutions that have been consistently recognized for high performance and innovation.

For more information about Yeastar, please visit www.yeastar.com.