BambooSIM

Key Facts Sheet: NBN Services

Business plans • 2000/500 Mbps

Effective 12 November 2026

Plan / tier ↓/↑ Mbps	Typical 7–11pm ↓/↑ Mbps	Connection	People / common activities
BambooSIM Business 2000/500	1810/430	FTTP	8+ • Large uploads, shared cloud workflows and backups

The tier is the maximum possible off-peak speed. Typical evening speeds (7pm–11pm) are shown as download/upload Mbps. Actual speeds vary with your connection technology, equipment, Wi-Fi, network demand and the services you access. People means approximate simultaneous users on separate devices.

Equipment and performance

A 2 Gbps plan needs eligible nbn equipment and multi-gigabit router ports, cabling and devices. A 1 Gbps port limits one device below the plan tier. Wi-Fi, concurrent use, network demand and external services can reduce speeds. An NTD upgrade may be needed; any charge is confirmed before ordering. Test over Ethernet; place your router centrally.

Support and faults

Support is available 24 hours a day. Fault restoration times depend on the fault, location, access requirements and work required. We do not promise a fixed restoration time. Your rights under Australian Consumer Law continue to apply.

Power, phones and alarms

In most cases, nbn and connected equipment will not work during a power failure. Any backup must power the required nbn equipment and router; network outages can still interrupt service. No phone service or emergency calling is included. Keep a charged mobile. Before ordering, ask your medical or security alarm provider about compatibility and alternatives.

Unlimited data • Static IPv4 included • BYO router

Read the Business CIS and nbn terms for commercial terms.

24/7 live chat, support tickets and email

Complaints: 02 6422 6266 • Mon–Fri, 9am–5pm Melbourne time

support@bamboosim.com • bamboosim.com/support

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