BambooSIM

Key Facts Sheet: NBN Services

Business plans • High-upload speeds

Effective 12 November 2026

Plan / tier ↓/↑ Mbps	Typical 7–11pm ↓/↑ Mbps	Connection	People / common activities
BambooSIM Business 100/40	94/36	FTTP, HFC; selected FTTN/FTTC	3–5 • Video meetings and cloud work
BambooSIM Business 250/100	250/89	FTTP, HFC	5+ • Video meetings and cloud work
BambooSIM Business 500/200	500/178	FTTP	5+ • Large uploads and shared cloud backups
BambooSIM Business 1000/400	875/339	FTTP	5+ • Large uploads and shared cloud 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

Use a compatible BYO router. Wi-Fi, wiring, device capability, concurrent use, network demand and external services can reduce speeds. Copper-based 100/40 availability is limited to qualifying sites. If a copper line cannot support your tier, we offer a suitable lower plan with an appropriate adjustment/refund, or fee-free cancellation and any refund due. 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

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