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TECHNOLOGY GUIDE · INTERNET & PHONES

Business NBN & Cloud Phones

internet and a fully managed phone system, on the same bill as your IT

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A guide for business owners: how whedo.it supplies business internet and cloud phones, what the plans include and cost, how regional sites are connected, and how a move works, including keeping your numbers.

1. Internet and phones from your IT provider

whedo.it supplies business NBN and a fully managed cloud phone system as part of the same service as your IT. When the internet, the phones and the computers come from one provider, there's one bill and one number to call, and nobody can blame another supplier when something stops working.



Handsets arrive pre-configured: plug in, it registers, it rings.

2. Business NBN

Business NBN plans come with a static IP and run month to month. Business NBN 500/50 starts from $109 a month. Speeds from 25 Mbps to 2000 Mbps are available depending on the address; speeds above 100 Mbps are available on fibre (FTTP) and HFC.

nbn technology	Where it's used
FTTP, FTTB, FTTC, FTTN, HFC	Fixed-line connections, mostly in metro areas and regional towns.
Fixed Wireless	Mainly regional areas.
Sky Muster satellite	Mainly remote areas.

Some regional sites use Starlink where nbn options are limited. Starlink doesn't provide static IP addresses. A public IPv4 address is available on Local and Global Priority plans; it's assigned by DHCP and held by a reservation system, which matters for some remote-access set-ups.

3. Cloud phone system

Feature	What it does
Hosted PBX	Auto-attendants, hunt groups, call queues, voicemail to email, call recording, time-of-day routing and call reporting.
Softphone	The same extension on Windows, macOS, iOS and Android; one number rings in three places.
Disaster routing	Calls can be rerouted to mobiles if an office goes offline.
Number porting	Landline, mobile and 13/1300/1800 numbers moved from your current carrier.
Handsets	Yealink handsets shipped pre-configured and labelled; the app works on any phone or laptop if you'd rather not have desk phones.

4. Pricing

Item	Includes	Price
Voice Duo	2 users, 2 numbers, unlimited Australian calls, app, voicemail to email, call groups	$59/mo
Voice Team	6 users, 3 numbers, unlimited Australian calls, hunt groups and queues	$149/mo
Office Connect	Business NBN 500/50 with static IP plus Voice Duo	$159/mo
Extra user / number	Unlimited calls per user; extra phone numbers	$25 / $5 per mo
Business NBN 500/50	Static IP, month to month	from $109/mo
SIP trunk channel	Per concurrent call channel, for your own phone system	from $8/mo
Yealink T31G / T54W	Entry desk handset / colour, Wi-Fi and Bluetooth handset	$129 / $469
One-off setup	Porting $25 per number; phone system setup from $149 per site; NBN connection $99	from $25

AUD, excluding GST, as published by whedo.it in November 2026. Month to month, no lock-in. Final quote depends on address, user count and hardware.



Internet and phones are quoted, installed and supported alongside your IT.

5. Moving across

Step	What happens
1. Quote	Send your address, the number of people who need a phone and current costs; most quotes are same day.
2. Check	We check what nbn technology reaches your address.
3. Port	Your existing numbers are ported; complex ports such as number ranges and 13/1300 are quoted.
4. Install	Internet connected and handsets delivered pre-configured.
5. Support	Moves, adds and changes are a call to whedo.it.

6. Common questions

Can we keep our numbers? Yes. Landline, mobile and 13/1300/1800 numbers can be ported.

Do we need desk phones? No. The softphone app works on Windows, macOS, iOS and Android.

Are we locked in? No. Plans are month to month.

SOURCES

nbn co: Network technology (nbnco.com.au/learn/network-technology) · Starlink Help Center: What IP address does Starlink provide? (starlink.com/support/article/1192f3ef-2a17-31d9-261a-a59d215629f4) · whedo.it: Business NBN & phones pricing (November 2026) (whedo.it/products/nbn-phones.html)

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