

Critical Information Summary

nbn™ Enterprise Ethernet High CoS

(36 Month Term)

Service to be provided: The NBN Enterprise Ethernet Service provides full end-to-end fibre direct to your site.

Data Allowance	100	250	500	1000
CBD Zone Unlimited Minimum Monthly Charge (ex GST)	\$399	\$499	\$749	\$949
Zone 1, 2 & 3 Unlimited Minimum Monthly Charge (ex GST)	\$499	\$599	\$849	\$1,049
Early Termination Charge (ex GST)	Number of months left in contract x monthly charge			
Minimum Term (Months)	36	36	36	36

Information about the service

What is the service?

NBN Enterprise Ethernet is a Layer 2 carrier-grade fibre service that delivers bandwidth with the highest speed, performance, and reliability across the NBN ethernet access network.

NBN Enterprise Ethernet enables a symmetrical bandwidth profile with traffic prioritisation, including high Class of Service (CoS). High CoS provides a committed 1:1 information rate ideal for time-sensitive applications and guaranteed bandwidth 24/7.

Availability will depend on location.

Where is it available?

Available as an upgrade to businesses within NBN's fixed line footprint, your business can access full end-to-end fibre installed from the Fibre Access Node (FAN) back to your site with NBN Enterprise Ethernet. However, a fibre build contribution may be applicable. Fixed Wireless and Satellite customers may be able to access this service following a manual service qualification check, call our Enterprise Team for more information.

What do I need to access the service?

Regardless of the technology type you currently have in place, NBN will need to install a Business Network Termination Device (BNTD). You will also need an NBN-ready modem/router. Where applicable, NBN will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.

What is included?

Features of this service include:

- 1:1 Contention Ratio
- Guaranteed Bandwidth 24/7
- No excess usage
- Static IP
- eSLA: Enhanced 12 24/7 with NBN

Minimum term of the service

This service is over a 36 month term.

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your business phone lines or any of our bolt-on features like 4G backup and additional IP addresses.

Silver and Gold Support packs are also available offering 99% and 99.95% uptime guarantees, respectively. Silver Support pack is an additional \$100p/m, Gold Support pack is an additional \$200p/m (ex GST). Silver has an eSLA of 8 hours 24/7. Gold has a eSLA of 4 hours 24/7.

Qualifications

To obtain a service from us you must agree to our business terms and conditions available at <https://www.connected360.com.au/Terms-and-Conditions.pdf>

For further information visit [connected360.com.au](https://www.connected360.com.au)

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Please note that this service may be restricted and/or cancelled if:

- ✦ You fail to pay your bill
- ✦ You are abusive to our staff

Information about pricing

Excess usage

There are no excess usage charges.

Set-up fee

There will be a \$0 setup fee. Also, a fibre build contribution may be applicable.

Equipment fees

You may provide your own modem/router or purchase an enterprise grade modem/router from Connected 360. Cost would depend on the modem/router option you chose. Postage costs will be \$25 per courier delivery. (inc GST).

Other hardware is available including standard grade modem/routers, switches, and access points. Call our Team for more information.

Fibre build contribution

If a fibre build contribution is applicable this can be advised by NBN before placing your order, or during the planning phase of the order.

Other possible costs

✦ If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.

✦ Service relocations:

- Service will need to be available at the new location.
- Early termination fee will be applied unless a new contract is signed for new location.
- Customer is liable for all set-up costs and fibre build contribution at new location. – Call us to discuss options.

Cancellation fees for in-flight orders

Fees vary depending on the current phase of your order: Planning phase \$750; Design Phase \$2,050; Build/Predelivery phase \$15,000 (ex GST).

Exit fee

If in contract, exit fee will be number of months left x monthly charge.

Other information

Usage

You can check your usage via the online business portal.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 07 5412 7321 for support or lodge a fault via email at techteam@connected360.com.au

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.connected360.com.au/lodge-a-complaint/>.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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