

# Critical Information Summary

## NBN Enterprise Ethernet High Cos

### (36 month term)



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**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	999
CBD Zone Unlimited Maximum Monthly Charge (ex GST)	399	499	749	999
Zone 1, 2 & 3 Unlimited Minimum Monthly Charge (ex GST)	499	599	849	1099
Zone 1, 2 & 3 Unlimited Maximum Monthly Charge (ex GST)	499	599	849	1099
Typical Business Download Speeds (9am - 5pm)	1:1 contention ratio			
Typical Business Upload Speeds (9am - 5pm)	1:1 contention ratio			
Early Termination Charge (ex GST)	Amount of months left in contract x monthly charge			
Minimum Term (Months)	36	36	36	36

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### Information About the Service

#### What is the service?

nbn<sup>®</sup> Enterprise Ethernet is a Layer 2 carrier-grade fibre service that delivers bandwidth with the highest speed, performance and reliability across the nbn<sup>®</sup> ethernet access network. nbn<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> will need to install a Business Network Termination Device (BNTD). You will also need an NBN- ready modem/router (see "equipment fees" on next page). Where applicable, nbn<sup>®</sup> 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 the address for this appointment.

#### What is included?

Features of this service include:

- 1:1 Contention Ratio
- Guaranteed Bandwidth 24/7
- No excess usage
- Static IP

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### Minimum term of the service

This service is over a 36 month term.

### Bundling Arrangements

This service is not conditional on any bundling arrangements, Connected 360 does provide other telco services that can be included on one bill.

### Qualifications

Please note that we reserve the right to cancel or restrict your service if:

- Your bill is overdue or unpaid.
- You abuse Connected 360 staff.
- You breach our Connected 360 terms and conditions and/or fair use policy

### 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. 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.

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### 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.

### Billing and Usage Information

For account information call our accounts department on (07) 5343 7424 or emailing [accounts@connected360.com.au](mailto:accounts@connected360.com.au).

### Early Termination Charges

If the service is cancelled prior to the contract end date an early termination fee will apply. The maximum early termination fee payable is equal to the total of the remaining monthly access fees for the contract term.

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### Enquiries, Feedback and Complaints

We are committed to providing you with excellent customer service. Please contact us on (07) 5343 7424, or email [connect@connected360.com.au](mailto:connect@connected360.com.au) if you have any questions or would like to give feedback. We have an Australian based team of professionals who can assist you with any technical support, account or sales enquiries. If you have a complaint or dispute, please call (07) 5343 7424 and ask for the resolutions team, or email [connect@connected360.com.au](mailto:connect@connected360.com.au). Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website <https://connected360.com.au/wp-content/uploads/2022/08/Complaints-Policy.pdf>

### Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the result of your complaint after dealing with our dispute resolution procedure, you can seek independent mediation from the Telecommunications Industry Ombudsman (TIO). You may contact the TIO by calling 1800 062 058 or visiting [tio.com.au/making-a-complaint](https://tio.com.au/making-a-complaint) to resolve any issues.