

# CRITICAL INFORMATION SUMMARY

NBN Enterprise Ethernet (High CoS)



## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

NBN Enterprise Ethernet (EE) is a carrier grade Fibre Ethernet service, delivered from an NBN Co Fibre Access Node (FAN) directly to the premises.

<b>Minimum Term</b>	36 Months
<b>Included Call Value</b>	N/A – Broadband data only. Talk to us about our competitive SIP and Cloud PBX packages.
<b>Inclusions</b>	Your Internet service includes: <ul style="list-style-type: none"><li>• 1 x Static IP Address</li><li>• Symmetrical Speeds</li><li>• Unlimited Internet Usage</li><li>• 99.95% Uptime Commitment</li><li>• High Class of Service (CoS)</li><li>• Premium-12 Service Level Commitment</li></ul>
<b>Exclusions</b>	<ul style="list-style-type: none"><li>• Services may not be resold and are for private business use only</li><li>• Services may not be used for connection between Data Centres</li><li>• Service does not include a modem. Bring your own (BYO) modem.</li></ul>

## INFORMATION ABOUT PRICING

Minimum Monthly Charge and Total Minimum Cost over Term by Zone, Speed and Term:

### PLAN DETAILS

	100 Mbps		250 Mbps		500 Mbps		1000 Mbps	
Term	CBD	Zone 1	CBD	Zone 1	CBD	Zone 1	CBD	Zone 1
36 Months	\$469	\$599	\$679	\$799	\$879	\$1,099	\$1,169	\$1,599

### CONNECTION CHARGES

Connection charges are waived in entirety on a 36-Month contract. Should you require installation outside of standard business hours, we will provide a quote.

### PRICING & PROMOTIONAL PRICING

Pricing in this Critical Information Summary is exclusive of GST and does not take into account any promotional discounts or custom pricing.

### RELOCATION, SERVICE CHANGE & WITHDRAWAL FEES

- All relocations are POA.
- Service speed upgrades are available during the minimum term but may only be actioned once per month.
- Service speed downgrades are not available during the minimum term.
- Services withdrawn before order completion but after order acceptance will incur a service withdrawal charge to be quoted at time of withdrawal. This may be the full ETF, depending on how far the order has progressed.

### EARLY TERMINATION & DISCONNECTION TIMEFRAMES

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF). This will be calculated as the monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in the minimum contract term. You must provide at least 30 days' written notice to us to disconnect a service.

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## BUILD CHARGES

Your order may be subject to an additional charge for works should there be insufficient infrastructure in place. As this can only be determined at point of placing the order, your consent will be obtained before the order proceeds. If Power Networkx determine a build charge is applicable before the order is accepted by the carrier, you may withdraw the order without a withdrawal fee applying. If an infrastructure short-fall is identified after the order is accepted by the carrier and the carrier has commenced works, such as but not limited to, site surveying, build-design and other works, a withdrawal fee will be quoted if the customer wishes to withdraw the order. If proceeding, the works required may be identified by the carrier as contestable (customer can use a third-party licenced technician), or non-contestable (the works can only be completed by the carrier's licenced technicians).

## OTHER INFORMATION

### CONNECTION TIMEFRAMES

Typical installations take 6 to 18 weeks to complete, depending on the level of work required. Exact timeframes can vary due to and not limited to unforeseen issues with civil and on-site work, building management approval, site access, and force majeure events. Updates and timeframes will be provided to you throughout the progress of your order. Increased lead times may apply for non-standard installations.

### SERVICE CLASS EXPLAINED

High CoS (1:1 Contention Ratio):

Speeds are guaranteed to the network boundary point. All data allocated to this class of service is given priority across the nbn™ network over best efforts residential and business traffic. Speeds can be affected, within reason, by many factors such as, but not limited to; network utilisation, your equipment, software and internet traffic, and fibre transmission overheads.

### PREMIUM ASSURANCE COMMITMENTS

This service includes the following Premium Assurance Option:

- Premium-12: 12 Business Hour fault restoration\*
- \*Metro areas only. 26 business hours for Regional areas and 40 business hours for Remote areas if site visit required. Metro, Regional and Remote areas are defined in accordance with the Power Networkx Corporate Service Level Document. Commitment is an estimated restoration window, is not guaranteed and does not include a rebate.

### EQUIPMENT

You may use your own router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. Please check with Power Networkx for the latest pricing. Power Networkx, via NBN Co,

will provide a Network Terminating Device (NTD) used to facilitate connection to the network. This NTD is owned by NBN Co and must be returned to Power Networkx or NBN Co on termination of the service. An incorrect callout fee may also be charged in the event a Power Networkx or NBN Co installer attends your site for installation of the NTD but the site is not ready for installation on the day we schedule with you.

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).

### FAULTS

We may charge an Incorrect Callout Fee or Fee for Service where a fault is lodged for this service or any associated Additional Services and: we or a supplier visit your premises and find no fault with the service; we or a supplier visit your premises and a fault is deemed to be with your own network or equipment; or, the technician cannot physically access your premises at the arranged time.

### CONTACT DETAILS

**Call Us:** 1300 797 428  
**Email Us:** [admin@powernetworkx.com.au](mailto:admin@powernetworkx.com.au)  
**Visit Us:** [www.powernetworkx.com.au](http://www.powernetworkx.com.au)  
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