nbn™ Enterprise Ethernet

36-month term • Dedicated business fibre • Low & High Class of Service • Price on application

MINIMUM TERM	MINIMUM MONTHLY CHARGE	DATA ALLOWANCE	STANDARD CONNECTION
36 months	**POA** quoted per site	**Unlimited**	**$0** on 36 months

INFORMATION ABOUT THE SERVICE

nbn™ Enterprise Ethernet is a carrier-grade, symmetrical fibre service delivered from an nbn co Fibre Access Node directly to your premises. It is a broadband data service only — ask us about our SIP and Cloud PBX voice packages.

SERVICE AND PRICING INFORMATION

Enterprise Ethernet	Low Class of Service FIBR1050 / FIBR1055	High Class of Service FIBR1150 / FIBR1155
Speed options	250/250 Mbps · 500/500 Mbps · 1000/1000 Mbps (symmetrical)	
How your traffic is handled	Best effort. Speeds are not guaranteed and may be lower during busy periods.	Committed bandwidth to the network boundary, prioritised over best-effort traffic on the nbn™ network.
Best suited to	Web browsing, email, cloud apps and backups	Voice, video conferencing, cloud PBX and business-critical applications
Data allowance	Unlimited	
Included	1 x static IP address · nbn™ Network Terminating Device (NTD) · Premium-12 fault restoration target	
Minimum term	36 months	
Minimum monthly charge	**Price on application** — set out in your written quote	
Minimum total cost over term	Minimum monthly charge × 36 months, plus any build charges you approve — set out in your written quote	

How pricing works

Enterprise Ethernet is priced per site. Your price depends on your address's nbn™ pricing zone (for example CBD or Zone 1), the speed and Class of Service you choose, and whether any build works are needed. Because wholesale pricing changes regularly, we don't publish a fixed price list. Before you sign, we will give you a written quote showing:

- your minimum monthly charge (excluding and including GST)
- your minimum total cost over the 36-month term
- any build charges, after-hours installation or other one-off fees
- the period the quote is valid for

Your accepted quote forms part of this Critical Information Summary.

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ADDITIONAL CHARGES

Standard connection	Waived in full on a 36-month contract. Installation outside standard business hours is quoted separately.
Build charges	If there is not enough infrastructure at your site, extra works may be needed. This can only be confirmed once the order is placed, and we will get your consent before proceeding. If we identify a build charge before the carrier accepts the order, you can withdraw at no cost. If it is identified after the carrier has started works (such as site surveys or build design), a withdrawal fee will be quoted. Works may be contestable (you may use a third-party licensed technician) or non-contestable (carrier technicians only).
Order withdrawal	Withdrawing after the order is accepted but before it is completed incurs a withdrawal charge, quoted at the time. Depending on how far the order has progressed, this may be up to the full early termination fee.
Plan changes	You may upgrade your speed once per month during the minimum term. Speed downgrades and changes from High to Low Class of Service are not available during the minimum term.
Relocation	Relocations are price on application and quoted before any work begins.
Maximum early termination fee	If you cancel, or your service is disconnected for any reason within the minimum term, you will be charged an Early Termination Fee equal to your minimum monthly charge multiplied by the months remaining in your contract. You must give us 30 days' written notice to disconnect.

OTHER INFORMATION

Connection timeframes

Typical installations take 6 to 18 weeks, depending on the work required. Timeframes can be affected by civil and on-site works, building management approval, site access and events outside our control. We will keep you updated throughout your order.

Equipment

nbn co supplies a Network Terminating Device (NTD), which remains its property and must be returned when the service ends. A router is not included: use your own compatible router (you manage its setup) or buy one from us. An incorrect callout fee may apply if your site is not ready on the scheduled install day.

Acceptable use

Services are for your own business use and may not be resold or used to connect data centres.

Billing

We bill the minimum monthly charge in advance. Your first bill includes a part-month charge from your start date to the end of that billing cycle, plus the next month in advance.

Fault restoration (Premium-12)

Target of 12 business hours to restore a fault in Metro areas; 26 business hours in Regional and 40 business hours in Remote areas where a site visit is needed. Areas are as defined in our Corporate Service Level Document. This is a target, not a guarantee, and no rebate applies.

Service speeds

Speeds can be affected by network utilisation, your equipment and software, internet traffic and fibre transmission overheads. High Class of Service bandwidth is committed only to the nbn™ network boundary.

Faults

An Incorrect Callout Fee or Fee for Service may apply if a technician finds no fault, the fault is with your own equipment or network, or the technician cannot access your premises at the arranged time.

Promotional pricing

Any promotional or custom pricing will be shown on your quote. Promotional pricing on offer may be withdrawn at any time.

We're here to help

If you have any questions or need assistance, call us or visit our website so we can serve you better.

Complaints

You can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or at www.tio.com.au.

Contact details

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