unifiednet

NBN™ Enterprise – Critical Information Summary

NBN™ Enterprise Ethernet Plans (All prices are GST exclusive):

NBN™ EE Plan	Bandwidth (Symmetrical)	Monthly Data Allowance	Monthly Cost	Contract Term (Months)	Total Minimum Cost
NBN™ EE Low CoS	100Mbps	UNLIMITED	$400	36	$14,400
	200Mbps	UNLIMITED	$600	36	$21,600
	500Mbps	UNLIMITED	$850	36	$30,600
	1000Mbps	UNLIMITED	$1,150	36	$41,400
NBN™ EE High CoS	100Mbps	UNLIMITED	$850	36	$30,600
	200Mbps	UNLIMITED	$1,100	36	$39,600
	500Mbps	UNLIMITED	$1,350	36	$48,600
	1000Mbps	UNLIMITED	$1,600	36	$57,600

Information about the Service:

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

Minimum Term:

NBN™ Enterprise Ethernet is supplied on a 36 Month contract term.

NBN™ Enterprise Ethernet Includes:

- NBN™ EE with a choice of Low Class or High Class of Service
- Unlimited Monthly Data Allowances. Our Acceptable Usage Policy applies
- Static IP included
- 1:1 Contention ratio - Symmetrical un-contended Access
- $0 standard install fee applies on a 36 Month contract term
- 99.95% Uptime SLA
- Premium Assurance: NBN™ Fault Restoration within 12 Business Hours (Metro only)
- Bring your own compatible Network Router or get UnifiedNet™ Managed Router
- All prices mentioned are exclusive of GST and based on NBN™ EE CBD Zone. Other NBN™ EE Zones pricings are subject to the customer's POA.

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NBN™ Enterprise Ethernet Availability:

UnifiedNet NBN™ Enterprise Ethernet is only available to ABN holders located at fully qualified premises within the NBN™ Co national network footprint, with connectivity to an NBN™ Co Fibre Access Node (FAN).

Please check availability online at www.unifiednet.com.au/nbn-rollout-map/ or by calling 1300 130 111 or by emailing us your service address to sales@unifiednet.com.au.

Hardware/Device Requirements:

You may use your own router provided it is compatible with our service. Alternatively, you may purchase a UnifiedNet Managed Router/Firewall.

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 UnifiedNet or NBN™ on termination of the service.

Managed Router/Firewall Monthly Cost (All prices are GST exclusive):

Managed Router/Firewall is an optional add-on across all NBN™ Enterprise Ethernet plans. With a UnifiedNet Managed Router, we can proactively monitor and manage your network allowing us to provide a seamless internet experience.

Managed Router/Firewall	Ubiquiti UDM Pro	Sophos XGS 87W	Cisco Meraki MX64W	Sophos XGS 116W	Cisco Meraki MX68W	Sophos XGS 136W	Cisco Meraki MX85
Monthly Charge	POA	POA	POA	POA	POA	POA	POA
Device Info/Specs	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here
Contract Term	POA	POA	POA	POA	POA	POA	POA
Professional Install Fee	POA	POA	POA	POA	POA	POA	POA

Customer's Equipment and Cabling Requirements:

- Customer's equipment and internal cabling may be required from the network boundary to the MDF (Main Distribution Frame) and from the MDF to the NBN™ NTD (Network Terminating Device) or Modem
- Additional Fibre build charges and technician visits may apply. These additional fees are not known until after the technician's visit.

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Committed VS Excess Information Rate

Committed Information Rate (CIR) traffic will be carried through the Enterprise Ethernet Network within specified performance guarantees that define the performance attributes for the ordered Class of Service.

Excess Information Rate (EIR) traffic will be carried through the Enterprise Ethernet Network on a best effort basis.

Service Classes:

CoS Low (PIR:EIR 1:0)
Excess information Rate only and as such is "best efforts" only. It is intended to support non critical applications that are typical bursty and have more tolerance for latency, jitter, and loss.

CoS High (PIR:CIR 1:1)
Committed Information rate only, and as such, it is guaranteed symmetrical speed. It is intended to support real-time applications that are non-bursty and demand low latency, jitter, and loss tolerance.

Connection Timeframe

Typical installations take between 6 and 8 weeks to complete. Timeframes can depend on building management approval and site access. Where commercial works or additional build works are required, the installation may take longer. We will provide an estimated time of completion once the service is qualified and ordered.

Order Withdrawal Fees:

An order withdrawal fee of $4,500 to up to $24,500 applies if the customer withdraws the order after the contract has been signed and submitted by the customer. This order withdrawal fee will be determined based on the current stage of the order (between the Planning Phase to the Pre-Delivery phase) at the time of the order withdrawal request.

Early Termination Fees:

The Early Termination Fees (ETF) apply and are calculated by monthly access and hardware fees multiplied by the number of months remaining on the contract term.

Billing Charges:

- **Direct Debit:** No payment processing fees.
- **Credit Card Payment Surcharge:** A 1.5% surcharge of the total invoice applies if you choose to pay by credit card.
- **Non-Direct Debit Fee:** $5.50 non-direct debit fee will be charged each month if you choose not to pay your bill by Direct Debit. This fee will be added onto the next invoice.

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Customer Support:

We have an all-Australian-based Customer Support Team who can help you with any Technical Support, Account, Sales, or Other enquiries. Please contact UnifiedNet™ Customer Care on the details below.

UnifiedNet™ Customer Care
Online: www.unifiednet.com.au/contact/support
Phone: 1300 130 111
Email: support@unifiednet.com.au

Our support hours are standard business hours Monday to Friday 8:30 am – 5:30 pm excluding public holidays.

Complaints Handling:

If you have a dispute and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

Attention: Compliance Manager
Email: compliance@unifiednet.com.au
Phone: 1300 130 111

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with our handling of your complaint and you have escalated this to UnifiedNet Compliance Manager, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.