

nbn Enterprise

Unlock your business potential with a superfast fibre connection to your door. Enterprise Internet brings a dedicated end to end fibre connection to any site within the NBN fixed fibre footprint, without the normal infrastructure costs that come with high-speed fibre connections.

	Bundled	Stand alone
NBNe 100	\$339	\$370
NBNe 250	\$499	\$530
NBNe 500	\$699	\$760
NBNe 1000	\$969	\$1050

NBN™ Enterprise Ethernet is the NBN network's Business Fibre Internet service providing high-performance internet up to 1000/1000Mbps across the NBN fixed-line footprint.

Prices quoted are inc GST over a 36 month contract and subject to a Service Qualification check and have a rated Class of Service (CoS) of Low. High (CoS) pricing is available on request. Hardware costs if required are not included in this price. Pricing is based on a typical Service being located in a Metro CBD NBN zone.

This product is built to meet the requirements of various sized businesses, from SMEs to larger organisations. NBN™ Enterprise allows you to scale your network solution, improve business efficiencies, and keep up to speed with the evolving technology.

NBN™ Enterprise Ethernet enables asymmetrical bandwidth profile with traffic prioritisation, including low and high Class of Service (CoS).

Low CoS provides an excess information rate with best effort contention, which is suitable for low priority applications, including internet browsing and emails.

High CoS provides a committed 1:1 information rate ideal for time-sensitive applications, including voice, video conferencing and CRM database queries.

Critical Information Summary: NBN Enterprise

Description about this service:

Enterprise Internet is a high bandwidth symmetrical access internet service designed for businesses. It is activated on the nbn™ fibre infrastructure where available. These plans are under Class of Service (CoS) designation Low which provides 'best-efforts' data, which means that there are no contractual guarantees on the network performance and so may be subject to congestion at times of high network usage (CoS designation High provides a committed 1:1 information rate, which is ideal for time-sensitive applications). Unlike standard nbn™ products, each service comes with a standard 12 Business Hours restore target, though that time is extended if a site visit is required and the premises is located outside of a metropolitan area. The charges below are for a Metro CBD located services. The charges for non-Metro CBD located services will be higher.

Minimum Term: 36 months

Minimum (Bundled) Monthly Charge Payable: 100/100=\$339, 250/250=\$499, 500/500=\$699, 1000/1000= \$969

Maximum (Bundled) Early Termination Fee: Equals the number of months remaining x monthly plan fee. Following are examples if a service is terminated in the 1st month 100/100=\$12,204, 250/250=\$17,964, 500/500=\$25,164, 1000/1000=\$34,884.

Minimum (Standalone) Monthly Charge Payable: 100/100=\$370, 250/250=\$530, 500/500=\$760, 1000/1000= \$1050

Maximum (Standalone) Early Termination Fee: Equals the number of months remaining x monthly plan fee. Following are examples if a service is terminated in the 1st month 100/100=\$13,320, 250/250=\$19,080, 500/500=\$27,360, 1000/1000=\$37,800

Bundling arrangements:

The bundled pricing is conditional on the bundling arrangements that include Voices Services.

Mandatory components:

Direct debit is required. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services. The customer direct debit payments of bills are deducted 4 days after your email bill is issued.

Premium Assurance Levels:

12 hour fault rectification is included with standard pricing. Or you can choose at extra cost the following turn around time(s):

8hr Fault rectification 7am – 7pm weekdays: \$120 per month

4hr Fault rectification 7am – 7pm weekdays: \$220 per month

Important conditions:

Pricing for areas deemed to be outside of the 'Metro CBD' by an nbn™ Enterprise Internet Service Quality Check, may incur different monthly charges. Pricing will be advised at the time of the SQ check.

Some sites require Service Feasibility Assessment, which are carried out by nbn™. A one-time fee of \$550 per site is payable to carry out this assessment. This fee will be refunded if you agree to proceed with the order.

Standard installations are completed without charge to you. Installation charges may apply for non-standard installations and will be confirmed prior to the acceptance of an order. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

Early termination charges:

If you cancel the service before the end of the contract term of 36 months, a fee of 100% of the monthly rental, multiplied by the remaining months of the contract will be payable to Vonex.

Usage Information:

Up to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or contacting customer service on 1800 828 668 or emailing helpdesk@vonex.com.au.

Enquiries, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us on 1800 828 668, or email helpdesk@vonex.com.au if you have any question, would like to give feedback or make a complaint.

Telecommunications Industry Ombudsman (TIO): We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during or first contact. If you wish to contact the TIO, you can do so as follows: Call 1800 062 058 fax 1800 630 614 or online <http://www.tio.com.au/making-a-complaint>.

This CIS is a summary only. Please contact Vonex for further information or visit our website www.vonex.com.au for full terms and conditions. This summary is valid as of May 2022.