



Unlock your business potential with **nbn Enterprise**

Save when you bundle with voice

nbn Enterprise Ethernet brings a super-fast fibre connection to any site within the nbn™ fixed fibre footprint, without the normal infrastructure costs that come with high performance fibre connections.

- ✓ Suitable for SMEs and large organisations
- ✓ Enables asymmetrical bandwidth profile with traffic prioritisation, including low and high Class of Service (CoS)

	Bundled	Stand-alone
nbn e100	\$339	\$370
nbn e250	\$469	\$510
nbn e500	\$649	\$710
nbn e1000	\$829	\$900

Ask us about our Class of Service (Cos) →

Quoted plans have a low rated CoS. High (CoS) pricing is available on request. 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.

Pricing is based on a typical Service being located in a Metro CBD nbn™ zone.

Critical Information Summary → nbn™ Enterprise

Description about the 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 service. The charges for non-Metro CBD located services will be higher.

Plan	100/100	250/250	500/500	1000/1000
Contract Term	36 months			
Minimum monthly charge (bundled)	\$339	\$469	\$649	\$829
Maximum charge for early termination (bundled)	\$12,204	\$16,884	\$23,364	\$29,844
Minimum monthly charge (stand-alone)	\$370	\$510	\$710	\$900
Maximum charge for early termination (stand-alone)	\$13,320	\$18,360	\$25,560	\$32,400

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 February 2023.