

CRITICAL INFORMATION SUMMARY

NBN Enterprise Ethernet – High Class of Service



Description

MY NET's NBN Enterprise Ethernet broadband service uses nbn® infrastructure to deliver broadband over end-to-end fibre direct to your premises.

nbn® Enterprise Ethernet is a Layer 2 carrier-grade fibre service that delivers bandwidth with the highest speed, performance and reliability across the nbn® ethernet access network. nbn® Enterprise Ethernet enables a symmetrical bandwidth profile with traffic prioritisation, including high Class of Service (CoS). High CoS provides a committed 1:1 information rate ideal for time-sensitive applications and guaranteed bandwidth 24/7.

Pricing information

36 Month Term

Plan Speed Download/Upload	Typical Business Download Speeds (9am - 5pm)	Typical Business Upload Speeds (9am - 5pm)	Term (Months)	Setup Fee	CBD Zone Minimum Monthly Charge	CBD Zone Minimum Term Charge	Zone 1,2,3 Minimum Monthly Charge	Zone 1,2,3 Minimum Term Charge
100	1:1 contention ratio	1:1 contention ratio	36	Nil	\$679ex	\$24,444ex	\$809ex	\$29,124ex
250	1:1 contention ratio	1:1 contention ratio	36	Nil	\$679ex	\$24,444ex	\$809ex	\$29,124ex
500	1:1 contention ratio	1:1 contention ratio	36	Nil	\$1,029ex	\$37,044ex	\$1,149ex	\$41,364ex
1000	1:1 contention ratio	1:1 contention ratio	36	Nil	\$1,380ex	\$49,680ex	\$1,489ex	\$53,604ex

24 Month Term

Plan Speed Download/Upload	Typical Business Download Speeds (9am - 5pm)	Typical Business Upload Speeds (9am - 5pm)	Term (Months)	Setup Fee	CBD Zone Minimum Monthly Charge	CBD Zone Minimum Term Charge	Zone 1,2,3 Minimum Monthly Charge	Zone 1,2,3 Minimum Term Charge
100	1:1 contention ratio	1:1 contention ratio	24	\$1,250ex	\$699ex	\$16,776ex	\$839ex	\$20,136ex
250	1:1 contention ratio	1:1 contention ratio	24	\$1,250ex	\$699ex	\$16,776ex	\$839ex	\$20,136ex
500	1:1 contention ratio	1:1 contention ratio	24	\$1,250ex	\$1050ex	\$25,200ex	\$1,185ex	\$28,440ex
1000	1:1 contention ratio	1:1 contention ratio	24	\$1,250ex	\$1,409ex	\$33,816ex	\$1,539ex	\$36,936ex

12 Month Term

Plan Speed Download/Upload	Typical Business Download Speeds (9am - 5pm)	Typical Business Upload Speeds (9am - 5pm)	Term (Months)	Setup Fee	CBD Zone Minimum Monthly Charge	CBD Zone Minimum Term Charge	Zone 1,2,3 Minimum Monthly Charge	Zone 1,2,3 Minimum Term Charge
100	1:1 contention ratio	1:1 contention ratio	12	\$5,000ex	\$759ex	\$9,108ex	\$889ex	\$10,668ex
250	1:1 contention ratio	1:1 contention ratio	12	\$5,000ex	\$759ex	\$9,108ex	\$889ex	\$10,668ex
500	1:1 contention ratio	1:1 contention ratio	12	\$5,000ex	\$1,139ex	\$13,668ex	\$1,279ex	\$15,348ex
1000	1:1 contention ratio	1:1 contention ratio	12	\$5,000ex	\$1,499ex	\$17,988ex	\$1,659ex	\$19,908ex

Requirements and Availability

Available as an upgrade to businesses within nbn's fixed line footprint, your business can access full end-to-end fibre installed from the Fibre Access Node (FAN) back to your site with nbn® Enterprise Ethernet. However, a fibre build contribution may be applicable.

Fixed Wireless and Satellite customers may be able to access this service following a manual service qualification check.

All services are subject to service qualification.

What's included

Features of this service include

- 1:1 Connection Ratio
- Guaranteed Bandwidth 24/7
- Single Static IP
- 24 Hours Support (Bronze Support Package)
- NBN eSLA: Enhanced 12 24/7 (Bronze Support Package)

What do I need to access the service

Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A authorised person over 18 will need to attend appointment.

- You will also need an NBN-ready modem/router.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill,
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy,
 - Available at sign up as part of you master services agreement or at <https://www.mynet.au/resources>

Usage

All MyNet Internet plans are unlimited. There are no excess usage charges.

Minimum Service Term

Minimum service terms are solution specific and will be detailed on your Service Order(s).

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. You are required to pay 85% of the remaining contract value.

Set-up fee

The following setup fees for terms will be applicable.

12 Month Term: Setup fee of \$5,000ex

24 Month Term: Setup fee of \$1,250ex

36 Month Term: No setup fee

If there are any setup fees for your service we will inform you upon signup and they will be detailed on your service order.

Equipment fees

You don't have to purchase an NBN-ready modem/router from MyNet. If you require a NBN-ready modem/router please contact our team to discuss. All Equipment fees will be detailed on your service order.

Cancellation fees for in-flight orders

Fees vary depending on the current phase of your order:

Planning phase: \$750ex

Design Phase: \$2,050ex

Build/Predelivery phase: \$15,000ex

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.mynet.au/complaints>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://tio.com.au/making-a-complaint>