

CRITICAL INFORMATION SUMMARY

NBN Enterprise Ethernet – Low 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 low Class of Service (CoS). Low CoS provides an excess information rate with best effort contention.

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 (ex GST) | CBD Zone Minimum Term Charge (ex GST) | Zone 1,2,3 Minimum Monthly Charge (ex GST) | Zone 1,2,3 Minimum Term Charge (ex GST) |
|----------------------------|--|--|---------------|-----------|--|---------------------------------------|--|---|
| 100 | Best Effort Contention Ratio | Best Effort Contention Ratio | 36 | Nil | \$509 | \$18,324 | \$679 | \$24,444 |
| 250 | Best Effort Contention Ratio | Best Effort Contention Ratio | 36 | Nil | \$509 | \$18,324 | \$679 | \$24,444 |
| 500 | Best Effort Contention Ratio | Best Effort Contention Ratio | 36 | Nil | \$699 | \$25,164 | \$879 | \$31,644 |
| 1000 | Best Effort Contention Ratio | Best Effort Contention Ratio | 36 | Nil | \$889 | \$32,004 | \$1079 | \$38,844 |

24 Month Term

| Plan Speed Download/Upload | Typical Business Download Speeds (9am - 5pm) | Typical Business Upload Speeds (9am - 5pm) | Term (Months) | Setup Fee (ex GST) | CBD Zone Minimum Monthly Charge (ex GST) | CBD Zone Minimum Term Charge (ex GST) | Zone 1,2,3 Minimum Monthly Charge (ex GST) | Zone 1,2,3 Minimum Term Charge (ex GST) |
|----------------------------|--|--|---------------|--------------------|--|---------------------------------------|--|---|
| 100 | Best Effort Contention Ratio | Best Effort Contention Ratio | 24 | \$1,250 | \$559 | \$13,416 | \$690 | \$16,560 |
| 250 | Best Effort Contention Ratio | Best Effort Contention Ratio | 24 | \$1,250 | \$559 | \$13,416 | \$690 | \$16,560 |
| 500 | Best Effort Contention Ratio | Best Effort Contention Ratio | 24 | \$1,250 | \$768 | \$18,432 | \$903 | \$21,672 |
| 1000 | Best Effort Contention Ratio | Best Effort Contention Ratio | 24 | \$1,250 | \$979 | \$23,496 | \$1,115 | \$26,760 |

12 Month Term

| Plan Speed Download/Upload | Typical Business Download Speeds (9am - 5pm) | Typical Business Upload Speeds (9am - 5pm) | Term (Months) | Setup Fee (ex GST) | CBD Zone Minimum Monthly Charge (ex GST) | CBD Zone Minimum Term Charge (ex GST) | Zone 1,2,3 Minimum Monthly Charge (ex GST) | Zone 1,2,3 Minimum Term Charge (ex GST) |
|----------------------------|--|--|---------------|--------------------|--|---------------------------------------|--|---|
| 100 | Best Effort Contention Ratio | Best Effort Contention Ratio | 12 | \$5,000 | \$559 | \$6,708 | \$730 | \$8,760 |
| 250 | Best Effort Contention Ratio | Best Effort Contention Ratio | 12 | \$5,000 | \$559 | \$6,708 | \$730 | \$8,760 |
| 500 | Best Effort Contention Ratio | Best Effort Contention Ratio | 12 | \$5,000 | \$829 | \$9,948 | \$969 | \$11,628 |
| 1000 | Best Effort Contention Ratio | Best Effort Contention Ratio | 12 | \$5,000 | \$1,069 | \$12,828 | \$1,199 | \$14,388 |

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 fee may be applicable. We will inform you of any additional fees on sign up and they will be detailed on your service order.

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

- Best Effort Contention Ratio
- Single Static IP
- 24 Hour 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. An authorised person over 18 will need to attend appointment.

- You will 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 display inappropriate or abusive behaviour towards our staff
- You breach our terms and conditions or our Fair Use Policy
 - Available at sign up as part of your 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 \$5,000 (ex GST)

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

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 an 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: \$750 (ex GST)

Design Phase: \$2,050 (ex GST)

Build/Predelivery phase: \$15,000 (ex GST)

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>