

CRITICAL INFORMATION SUMMARY

NBN Business eSLA bolt on



Description

MY NET's NBN offers enhanced server level agreements with additional benefits over the standard support option.

Pricing Information

eSLA	nbn® target restoration time Urban Area /Major Rural Area, Minor Rural Area and Remote Area where the Enhanced Fault does not require external or internal plant work or nbn attendance at Premises.	nbn® target restoration time Rural Area where the Enhanced Fault requires external or internal plant work or nbn attendance at Premises.	nbn® target restoration time Remote Area where the Enhanced Fault requires external or internal plant work or nbn attendance at Premises.	Minimum Term (Months)	Monthly Charges (ex GST)	Example Total Minimum Cost (24 Month Contract – ex GST)
Bronze	12	26	40	1	\$40	\$1,104
Gold	4	18	32	1	\$80	\$1,920

Requirements and Availability

These eSLA bolt ons are available on any nbn® Business plan.

What do I need to access the service

- A My Net Pty Ltd Business nbn® plan

What's Included

Features of all bolt on eSLAs

- Enhanced restoration time
- After hours faults and installs available
- Dedicated technical support staff

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

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

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>