

# NBN Enterprise Ethernet

## Information About the Service

This service is a high bandwidth symmetrical access internet service. It is activated on the nbn™ fibre infrastructure where available. Unlike standard nbn products, each service includes with a standard 12 Business Hour restore target, time is extended if a site visit is required and/or the premises is located outside of a metropolitan area. Contract term available is 36 months.

The monthly plan fees include Internet access to the customer’s premises via the NBN Fibre Network and a static IP address.

## Bundling Arrangements

This service is not conditional on any bundling arrangements, but Vonex does provide other telco services that can be included on one bill. Discounts are offered if this service is bundled with an eligible Vonex VoIP product.

## Mandatory Components and Conditions

The below plans are CoS (Class of Service) Low and delivers traffic as ‘best-efforts’ which includes no contractual guarantees on the network performance and may be subject to congestion at times of high network usage, CoS High provides a Committed 1:1 Information Rate. CoS High plans are POA.

Compatible hardware is required to use the service and can be supplied by Vonex if required. Some equipment that is owned by NBN Co will need to be installed in your premises, if it isn’t already, and a 240-volt power supply will be required.

Internal cabling is the customer’s responsibility and cost. Insufficient cabling beyond the network boundary point may delay provisioning of the service. Additional installation charges may apply for non-standard installations and will be confirmed prior to the acceptance of an order. The service will not function in the event of a power failure unless you install an Uninterruptible Power Supply (UPS) to provide power to all equipment associated with using the service.

The selected speed tier is the maximum possible download/upload speed (Mbps) that is available during off-peak periods. Actual speeds may be slower for a variety of reasons including congestion, location, local conditions, hardware, software and general traffic.

## Information About Pricing

Speed Tier (Mbps)	Monthly Fee	Monthly Fee Bundled	Maximum Total Contract Price	Maximum Total Contract Price Bundled
250/250	\$510	\$469	\$18,360	\$16,884
500/500	\$710	\$649	\$25,560	\$23,364
1000/1000	\$900	\$829	\$32,400	\$29,844

**Notes:**

- Above pricing is a guide only, actual pricing is POA and will be supplied on service qualification. Additional plans and contract terms are available depending on speed and region.
- Service and plan availability is dependent on service qualification.
- Build costs and establishment fees are POA and will be supplied on service qualification. This may include a Service Feasibility Assessment fee.
- Bundle discount is only available when bundled with an eligible Vonex VoIP service.

At the end of the contract term, the Vonex monthly charges will continue at the same rate.

## Early Termination Charges

If the service is cancelled prior to the contract end date an early termination fee will apply. The maximum early termination fee payable is equal to the total of the remaining monthly access fees for the contract term.

NBN Enterprise Ethernet services delivered by fibre may incur a charge if you cancel the order before the service is delivered. Vonex will pass on the NBN charge directly to you in full if cancelled prior to delivery. For the avoidance of doubt, standard cancellation charges apply postdelivery.

## Billing and Usage Information

Up to date usage of the service can be obtained at 'View My Bill' at [www.vonex.com.au](http://www.vonex.com.au) or contacting customer service on **1800 828 668** or emailing [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au).

All prices include GST. All credit card transactions will incur an additional surcharge of 0.3%. Direct debit is required, direct debit payments are deducted 4 days after your email bill is issued.

## 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](mailto:helpdesk@vonex.com.au) if you have any questions or would like to give feedback. If you are dissatisfied with the service and wish to lodge a complaint, please email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au) or contact us by telephone **1800 282 668**. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.vonex.com.au/policies](http://www.vonex.com.au/policies).

## Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy and we will do our best to solve your problem. If you wish to contact the TIO, you can do so by calling **1800 062 058**. More information can be found at [www.tio.com.au](http://www.tio.com.au).

Please contact Vonex for further information or visit our website [www.vonex.com.au](http://www.vonex.com.au) for full terms and conditions.