

Critical Information Summary

ConnectTel NBN Enterprise Ethernet – Service Description

The Connect Tel NBN Enterprise Ethernet (EE) is a carrier grade Fibre Ethernet service, delivered from an NBN Co Fibre Access Node directly to the premises.

Class of Service (CoS)

Connect Tel NBN EE service is available in High CoS and Low CoS. Speeds can be affected by factors such as network utilization and congestion, your equipment, fibre transmission overheads and the remote party you are accessing. Other factors may cause speeds to vary.

Low CoS (100% EIR) service includes best effort contention and is not guaranteed. This service is best for Email, file transfers and web browsing & hosted voice/ VoIP and conferencing.

High CoS (100% CIR) service is guaranteed to the network boundary point. This service is best for hosted voice/ VoIP and conferencing.

Each service includes:

- Class of Service – High or Low
- 1 x Static IP Address
- Unlimited Internet Usage
- 99.95% Uptime Commitment
- No Excess Usage Charges
- Standard 12 hour Enhanced Service Level Agreement

Committed Information Rate (CIR) is carried through the Enterprise Ethernet Network within the specified performance guarantees that define the performance attributes for the ordered Class of Service.

Excess Information Rate (EIR) traffic will be carried through the Enterprise Ethernet Network on a best effort basis.

Pricing

The minimum term on this plan is will be specified in your service order form. All prices listed are exclusive of GST and costs are based on Off-Net CBD Metro Zone. All other Zones are priced on application.

Early Termination

Cancellation of an order prior to delivery incurs a \$5,000 ex-gst fee along with the first month of service fee.

Cancellation of the service after installation is based on the full cost of the contract. After the contract term a minimum of 30 days' notice is required for cancellation.

Connection Charges

No setup fee is required for this service if the connection is scheduled for installation during business hours, and is on a 60-month contract, and if no other works need to be performed before installation can take place. Should installation be required after the standard business hours, we will provide a quote.

A setup fee for a 12-month contract will incur a \$6,000 ex-gst fee and will be charged with first month of service, and if no other works need to be performed before installation can take place. Should installation be required after the standard business hours, we will provide a quote.

A setup fee for a 24-month contract will incur a \$1,500 ex-gst fee and will be charged with first month of service, and if no other works need to be performed before installation can take place. Should installation be required after the standard business hours, we will provide a quote.

A \$0 Fibre installation is subject to a fibre qualification check. If your premises does not meet the \$0 fibre installation, we will provide you with a quote of the build cost. Should the initial site qualification find a build charge, you may be applicable to a deferred charge over a 60-month contract, to reduce the upfront build charges. A letter of offer will be supplied to you to outline the indicative proposal.

Cabling from the Business Termination Device (BTD) to any communications equipment is at the customer's expense.



POWERFUL COMMUNICATIONS, SIMPLY

Delivery of Service

Standard Delivery is within 90 business days of order being accepted by NBN Co. NBN EE service is only available to ABN holders located at fully qualified premises within the NBN Co network footprint, with connectivity to an NBN Co Fibre Access Node.

Relocation and Service Changes

Relocations of an Enterprise Ethernet service are priced on application. Service changes that are being made may incur a fee (Excluding bandwidth and/or service level agreements).

Service changes that require any labour and materials will be quoted.

What's Not Included (unless specified on the Service Order Form

- Modem or router, filters, splitters, network switches where not included in the plan or service order form
- Any cabling required at your premises beyond the network boundary is your cost and responsibility.
- A relocation charge applies if you transfer to a new location while on contract.
- Dishonour and Overdue Account charges may apply if bills are not paid on time.
- Incorrect Call Out charges may apply if a technician attends your premises and the fault is with your equipment or cabling and no fault found with the NBN service. Fee for service rates of \$150 ex GST per hour apply plus travel if applicable

ConnectTel Customer Support

We take pride in our customer service and are here to help. For all queries please pick up the phone and call our friendly support team or lodge a request via email.

Email: support@connecttel.com.au

Phone: 1300 780 433

What should I do if I have a complaint?

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit tio.com.au/about-us/contact-us.