

Critical Information Summary

Business NBN Enterprise Ethernet Services

December 2024

Service Description

Business NBN Enterprise Ethernet services provide high-performance, dedicated internet connections tailored for businesses requiring reliable and scalable bandwidth for critical operations. These services utilise fibre-optic infrastructure and offer symmetrical upload and download speeds.

Key Features and Applications

- Symmetrical speeds equal upload and download speeds for seamless data transfer.
 - Bandwidth is easily scalable as business requirements evolve.
 - Dedicated support through our support team for troubleshooting and maintenance.
 - Data Prioritisation with traffic management to ensure consistent performance during peak usage.
 - Ideal for businesses requiring robust connectivity for cloud computing, VoIP, video conferencing, or large-scale data transfers.
 - Supports multiple users and advanced IT setups such as Virtual Private Networks (VPNs).
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Plan Inclusions

- Plan speeds range from 100 Mbps to 1 Gbps, scalable based on business needs.
 - Dedicated connections offering guaranteed bandwidth not shared with other users.
 - Standard Service Level Agreement (SLA) ensures performance reliability with uptime guarantees, typically 99.95% or higher.
 - Low, Medium, or High Class of Service (CoS) is available for traffic management to ensure consistent performance during usage.
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Bundle Requirements

- This service does not have bundle requirements.
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Plan and Pricing Information

- Enterprise Ethernet is divided into districts (Metro, Zone 1, Zone 2, Zone 3) which can be determined upon application.
- Pricing for monthly service charges and installation cost vary depending on district allocation.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
Enterprise Ethernet - 100 - Metro	\$574.48	\$6,893.76	\$13,787.52	\$20,681.28
Enterprise Ethernet - 250 - Metro	\$600.37	\$7,204.44	\$14,408.88	\$21,613.32
Enterprise Ethernet - 500 - Metro	\$776.50	\$9,318.00	\$18,636.00	\$27,954.00
Enterprise Ethernet - 1000 - Metro	\$1,257.51	\$15,090.12	\$30,180.24	\$45,270.36

Price excludes GST. Pricing listed is Low CoS and Standard SLA.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
Enterprise Ethernet - 100 - Zone 1	\$743.15	\$8,917.80	\$17,835.60	\$26,753.40
Enterprise Ethernet - 250 - Zone 1	\$792.42	\$9,509.04	\$19,018.08	\$28,527.12
Enterprise Ethernet - 500 - Zone 1	\$968.60	\$11,623.20	\$23,246.40	\$34,869.60
Enterprise Ethernet - 1000 - Zone 1	\$1,446.22	\$17,354.64	\$34,709.28	\$52,063.92

Price excludes GST. Pricing listed on Low CoS and Standard SLA.

Contract Terms

- Contracts terms available for services range from 12 to 36 months.
- Monthly service charges may vary depending on your terms chosen.
- Early termination fees apply for terminating the contract before its expiry.

Billing Information

- Billing is issued on or around the first of each month and is charged in advance for the minimum monthly service charge.
- Monthly recurring costs vary based on service plan and contract length chosen.
- Any additional charges incurred during the month will be charged in arrears on the following monthly bill.
- Your first bill will include charges incurred since installation completion until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Minimum Requirements

- Suitable technology and equipment to service plan chosen.



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Accessibility & Installation

- Installation fees depend on location, internal and external infrastructure and customisation requirements. Installation fees will be provided before contract period begins.
- Feasibility studies are required to be conducted prior to installation proceeding.
- Custom installations might involve significant lead times and physical modifications to the premises.

Customer Support

- Enhanced Support with 24/7 technical support and priority fault resolution.
- Dedicated account managers for your service to discuss needs and implement changes if required.

We're here to help, if you have any questions, please call our office and speak with one of our friendly staff on 1300 130 410 or email our support at help@centra.com.au so we can serve you better. You can also visit us at www.ipstelco.com.au for additional information.

Other information

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN. Fair Use Policy Applies.

Complaints and Feedback

If you have any questions, feedback or would like to make a complaint, please call our office and speak with one of our friendly staff on 1300 130 410 to let us know how we can serve you better or you can visit us at www.centra.com.au. If you are not satisfied with the outcome or have any concerns or further complaints, you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



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