

## CALLNET NBN ENTERPRISE ETHERNET PLANS

Designed for businesses that demand high-speed, secure, and scalable network connections, Callnet NBN Enterprise Ethernet empowers your organisation with robust data transfer capabilities and enhanced bandwidth. Whether you're supporting cloud applications, remote workforces, or critical business operations, our solution ensures minimal downtime and maximum efficiency.

\* All prices shown are exclusive of GST

Service Speed	CBD Zone Minimum Monthly Charge	CBD Zone Minimum Term Charge	Zone 1, 2 & 3 Minimum Monthly Charge	Zone 1, 2 & 3 Minimum Term Charge
250Mbps	\$449.00	\$16,164.00	\$599.00	\$21,564.00
500Mbps	\$629.00	\$22,644.00	\$799.00	\$28,764.00
1000 Mbps	\$799.00	\$28,764.00	\$999.00	\$35,964.00
Minimum Term	36 Months	36 Months	36 Months	36 Months
Typical Business Download Speeds (9am - 5pm)	Best Effort Contention Rate			
Typical Business Upload Speeds (9am - 5pm)	Best Effort Contention Rate			
Early Termination Charge	Remaining months left in contract x monthly charge			

### Service Information

NBN Enterprise Ethernet is a high-performance, carrier-grade Layer 2 fibre service that offers the fastest speeds, reliability, and performance across the NBN network. It support symmetrical bandwidth with traffic prioritisation, including low Class of Service (COS), which provides an excess information rate on a best effort contention basis. Availability of this service depends on location.

### What is Included?

Key features of this service include:

- Unlimited data allowance
- Best effort contention rate
- No excess usage
- Static IP

### Minimum Term of Service

Minimum term of service is 36 months.

### Set-up fee

The installation price for your service will be determined upon completion of a service qualification assessment for your address.

Any applicable installation fees will be communicated to you prior to service activation.

### Early Termination Fees

If the service is in contract, the early termination fee is calculated based on the numbers of months left in contract x monthly charge.

### Service and Plan Availability

NBN Enterprise Ethernet services are not available in all areas or to all premises. Access to these service is subject to availability. A service qualification will be performed by our team when you request to sign up to the NBN Enterprise Ethernet network.

### Service Speeds

The service speeds listed in this CIS represent the theoretical maximums achievable through the NBN Enterprise Ethernet connection at the highest network transmission rate. Actual speeds may vary due to factors such as network equipment, interference, cabling, internet connectivity and connected device limitations. Speeds may also be slower when using Wi-Fi.

## Service Limitations

This service may not be suitable if you have a serious illness or condition and require an uninterrupted service. Some equipment like back-to-base, medical alarms and other devices may not be compatible with the NBN services and are not tested or supported by us. You should contact your device supplier to find out if your device is compatible before connecting to the NBN network.

## Installation

Regardless of the technology you currently use, NBN will need to install a Business Network Termination Device (BNTD) at your premise. Additionally, you will require an NBN ready modem/router (see “Compatible Equipment” for more information). NBN will install equipment inside and/or outside your premise, usually close to a power outlet. If a power outlet is not available within a certain distance, it is your responsibility to have a certified electrician install one. If you are not the property owner, you must obtain permission from the owner prior to the installation. An adult over the age of 18 must be present at the location for the appointment. Please note that you may need two technicians (one from NBN and one from Callnet) to install and activate your service.

## Compatible Equipment

Hardware is not included. A compatible NBN modem/router is required for this service. Callnet offers a range of modem/router options available for purchase, which are pre-configured to suit your connection. Customers may also choose to use their own compatible modem/router, providing it meets the necessary specifications. If you choose to use a self-supplied modem/router with one of these plans, you acknowledge and agree that it is your responsibility to ensure it is compatible with the NBN network.

## Order Withdrawal Fees

Order withdrawal fees for NBN Enterprise Ethernet services vary depending on the phase of the project. For cancellations during the Planning phase, the fee is \$750. For cancellations during the Design phase, the fee increases to \$2050. If the service is withdrawn during the build or pre-delivery phase, the fee is \$15000.

## Once-Off Additional Charges

Additional once-off charges may apply for NBN Enterprise Ethernet services. The NBN fibre build contribution charge and the NBN build contribution monthly charge are both priced on application (POA). The NBN complex feasibility charge of \$1500 will apply for more intricate service assessments.

## NBN Call-Out Charges

NBN call-out charges may apply if an NBN technician is required to visit your site for an Enterprise Ethernet connection. The rate is \$100 per hour (or part thereof) during business hours, \$130 per hour (or part thereof) during extended hours, and \$160 per hour (or part thereof) for after hours call-outs.

## Service Charges

Service charges commence from the day Callnet activates your service. Your first bill will be pro-rated from the activation date to the 27th of the month, and will also include a month in advance. As a result, your initial bill may be higher than your regular monthly plan fee. After the first month, your bill will return to the standard monthly charge for your plan.

## Billing Information

You will be billed on the 28th of each month for the full monthly plan fee based on your selected plan(s). The billing period covers from the 28th of the current month through to the 27th of the following month. You will receive your bill via email approximately 3-5 days after the 28th.

## Payment Information

You can pay your monthly charge(s) by BPay, Credit Card, Australia Post Billpay, Cheque, Direct Deposit or Direct Debit, with payment due by the 15th of each month. To set up Direct Debit, please contact our Customer Support team.

If payment is not made by the due date, a \$10.00 late payment fee will be applied to your next bill. If you are experiencing financial hardship, please reach out to our Customer Support team to discuss available options.

## Priority Assistance

Priority assistance is designed to deliver the fastest response in the event of a service failure. Priority assistance is a service intended for customers who have a diagnosed life-threatening medical condition or who live with someone who does, as their safety may depend on having access to a fully operational phone/NBN service. Currently, we are unable to offer priority assistance. If you require this service, we recommend applying through a telecommunications provider that offers priority assistance. Telstra is a provider who can offer a priority assistance service.

## Fair Use Policy

You are required to comply with our Fair Use Policy and refrain from using your services in an unreasonable or fraudulent manner, or in a way that negatively impacts the integrity of the network. If you breach the Fair Use Policy, we may take action, including suspending or cancelling your service. You can view our Fair Use Policy on our website at [www.callnet.com.au/policies](http://www.callnet.com.au/policies)

## Provider

NBN is the principal carrier whose network is used to deliver this service. Callnet is solely responsible for providing the service to you, and is not affiliated with or related to the principal carrier.

## Service Relocations

Service relocations for your Enterprise Ethernet connection require that the service be available at the new location. Please note that this is subject to price on application. Early terminations fees may apply, and you may also be responsible for all setup costs and fibre build contributions at the new location. For more information and to discuss your relocation options, please contact our Customer Support team.

## Special Promotions, Extras and Subscriptions

This summary doesn't include information on special promotions, optional extras, or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras, and subscriptions.

## Other Information

### Customer Service

We have an Australian-based team ready to assist you with any technical support, account queries, or sales questions. Our Customer Support team operates Monday - Friday 9am - 5pm.

### Complaints

If you are not satisfied with your service, you can follow our dispute resolution process. For more information, please view our Complaints Handling Policy at [www.callnet.com.au/policies](http://www.callnet.com.au/policies)

### Ombudsman

If you remain unhappy 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 reached by calling 1800 062 058 or by visiting the TIO website at [www.tio.com.au/complaints](http://www.tio.com.au/complaints)

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