



## Critical Information Summary

# Fibre 100 NBN™ Plan

This summary does not reflect any discounts, bonus data or promotions, which may apply from time to time.

### Service description

nbn™ Enterprise Ethernet is an end-to-end direct fibre service from end-user premises back to NBN Fibre Access Node (FAN), with bandwidth starting from 10Mbps to close to 1000Mbps symmetrical service\*.

### Minimum service term

The service is supplied on a 36 month contract.

### Availability

Only available in NBN enabled Footprint/zones. Your address must be pre-qualified before a formal quotation can be provided.

### Monthly data allowance

Unlimited - there are no time restrictions and no excess usage charges. Our [Acceptable Usage Policy](#) applies.

Plan	All Charges are ex. GST
Minimum monthly charge	\$360.00
Minimum term charge	\$12,960.00
Minimum term	36 months
Monthly data allowance	Unlimited
Fibre connection fee	\$599.00 <i>(Additional fees may apply for any fibre build contribution requirements. Price listed in quotation.)</i>
Equipment delivery fee(s)	\$25.00
Early cancellation fees <i>(Does not include any device repayments if applicable)</i>	Remaining contracted months + \$360.00 <i>(All related charges will be charged up to the end of the billing cycle.)</i>
Premium assurance	View <a href="#">premium assurance rates here</a>

## Information about the service

### Equipment requirements

You'll need a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for you or you can choose our unmanaged option in which case we will supply the router for you but it will be managed by you.

### Class of Service

EmuTel nbn™ Enterprise Ethernet supports two NBN CoS levels: Low and High. Low CoS delivers traffic as Excess Information Rate (EIR) and as such is "best efforts" only, while High CoS delivers traffic with a Committed Information Rate (CIR) only, intended to support services that demand low latency, jitter and loss tolerance. More information on the CoS can be found at <https://www.nbnco.com.au/business/product-and-technicalinformation/enterprise-ethernet/speed>

### Bundling arrangements

You do not need to bundle this plan with any other EmuTel Service. However, you may be able to get additional discounts if you have other EmuTel Services.



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### EmuTel Fair Use Policy

Our Fair Use Policy's purpose is to ensure all our customers can access our services, and do not use our services in a manner we consider unreasonable or an unacceptable use of this plan. It also sets out your responsibilities when you use the internet and confirms steps we may take to monitor and ensure compliance with this policy. For more information see [here](#).

### Special Promotions and Value Added Services

This summary doesn't include any special promotions or extra value added services that you select whilst you have this fibre plan.

### Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

### Bill payment charges

This table below outlines any additional charges that may apply when paying your bill.

#### Direct Debit Arrangement

One-time setup fee	\$0.00
Bank account	\$0.00
Optional SMS reminder	\$0.00
Visa/Mastercard	2.5% (min \$1.25)
Amex	4.4% (min \$1.10)
Failed payment fee	\$21.90

### Relocation fee

Relocation fees may apply.

### Other Information

#### Tracking your spend

You can view your billing and usage information by visiting [My Account](#).

#### Customer Service

You can call 1800 368 835 during our standard operating hours of Monday to Friday 8:30 – 17:00 for sales, account, order and support related enquiries. We are also contactable via our [website](#).

#### Customer complaints

You can contact our complaint resolution area by calling us on 1800 368 835. We encourage you to [lodge a ticket](#) so that we can try to resolve your fault. If you are not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.