

Critical Information Summary

Perth Systems Pty Ltd | ABN: 34 159 663 975

Utopia Broadband - NBN Enterprise Ethernet – 36 Month Term

Service to be provided: The NBN Enterprise Ethernet Service provides full end-to-end fibre direct to your site.

Data Allowance	100	250	500	1000
CBD Zone Unlimited Minimum Monthly Charge (ex GST)	\$299	\$399	\$549	\$699
CBD Zone Unlimited Maximum Monthly Charge (ex GST)	\$299	\$399	\$549	\$699
Zone 1, 2 & 3 Unlimited Minimum Monthly Charge (ex GST)	\$399	\$499	\$649	\$799
Zone 1, 2 & 3 Unlimited Maximum Monthly Charge (ex GST)	\$399	\$499	\$649	\$799
Early Termination Charge (ex GST)	Number of months left in contract x monthly charge			
Minimum Term (Months)	36	36	36	36

Information about the service:

What is the service?

The NBN Enterprise Ethernet Service delivers carrier-grade fibre with the highest speed performance and reliability across the NBN ethernet access network.

NBN Enterprise Ethernet enables symmetrical bandwidth with traffic prioritization with best effort contention.

Availability will depend on location.

Where is it available?

Available as an upgrade to businesses within NBN's fixed line footprint, your business can access full end to end fibre installed from the Fibre Access Node back to your site with NBN Enterprise Ethernet.

However, a fibre build contribution may be applicable.

Fixed Wireless and Satellite customers may be able to access this service following a manual service qualification check, please contact our Sales Team for more information.

What do I need to access this service?

Regardless of the technology type you currently have in place, NBN will need to install a Business Network Termination Device (BNTD).

You will also need an NBN ready modem/router.

NBN will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be present for this appointment.

What is included:

Features of the NBN Enterprise Ethernet product include

- Best Effort Contention Ration
- No excess usage
- Static IP
- 24hr Support (Bronze Support Pack)
- eSLA: Enhanced 12hr 24/7 (Bronze Support Pack)

Do I need to bundle anything with the service?

Bundling is not required or compulsory. You can opt to bundle your business phone lines, or any of our bolt on features like 4G backup, additional IP addresses, or business grade router options.

Silver and Gold Support Packs are also available offering 99% and 99.95% uptime guarantees respectively. Silver Support Pack is an additional \$101p/m, Gold Support Pack is an additional \$216p/m (ex GST).

Qualifications:

To obtain a service from us you must agree to our business terms and conditions available on our website –

www.perthsystems.com.au/terms-conditions.

Please note that this service may be suspended and/or cancelled if:

- You fail to pay your bill
- You are abusive to our staff
- You breach our terms and conditions or our fair use policy, available at perthsystems.com.au/legal

Information about pricing

Excess Usage:

There are no excess usage charges

Set-up fee:

There will be a \$0 setup fee. Also, a fibre build contribution may be applicable.

Equipment fee:

You may provide your own modem/router or lease an enterprise grade modem/router from Perth Systems. Cost is dependent on the option(s) you select. Postage/delivery fees and onsite installation fees may apply.

Other hardware is available including switches and wireless access points.

Please contact our Sales Team for more information.

Fibre Build Contribution:

If a fibre build contribution is applicable this can be advised by NBN before placing your order, or during the planning phase of the order

Other possible costs:

If you bundle your enterprise ethernet service with other Perth Systems services or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on our other services, please see the relevant critical information summary and for details on bolt-on features, please speak to our staff.

Service Relocations:

- Service will need to be available at the new location
- Early termination fee will be applied unless a new contract is signed for the new location
- Customer is liable for all setup-costs and fibre build contributions at new location.

Cancellation fees for in-flight orders:

Fees vary depending on the current phase of your order: Planning phase \$750; Design phase \$2050; Build/Predelivery phase \$15,000 (ex GST).

Exit Fee:

If in contract, exit fee will be number of months left x monthly charge.

Other Information

Customer Service:

We have an all Australian-based team who can help you with any technical support, account, or sales questions. Just give us a call on 08 6365 2074, or lodge a fault via our [online portal](#).

Complaints:

If you are not happy with your service, you can follow our dispute resolution process. For more details, see www.perthsystems.com.au/complaints-process

Ombudsman:

If you are still not happy 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 contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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