

Service Description

FireNet's nbn™ Enterprise Ethernet service provides a direct fibre connection that connects a customer's premises to the NBN Fibre Access Node (FAN), allowing for symmetrical service with a bandwidth ranging from 10Mbps to nearly 1000Mbps.

Minimum Service Term

12, 24 or 36 Month contract terms available.

Service Availability

FireNet's ability to provide nbn™ Ethernet Enterprise is subject to a service qualification check and the availability of NBN infrastructure available at the customers premises. The technology used to deliver nbn™ Ethernet Enterprise will depend on the infrastructure between the customers premises and the NBN network. Common technologies used are Fibre to the Premises (FTTP), Fibre to the Node (FTTN), Fibre to the Building (FTTB), Hybrid Fibre Coaxial (HFC) and Fibre to the Curb (FTTC) Only available in NBN enabled Footprint/zones. Your address must be pre-qualified before a formal quotation can be provided.

Pre-installation Requirements

In order to successfully deliver and supply nbn™ Enterprise Ethernet we require the customer to provide either a rack earth bar or communications earth terminal, according to specifications AS/NZS 3000:2008 (Electrical Installations & Wiring Rules Standards).

Equipment required to access the NBN Network

The installation of a Business Network Termination Device (BNTD) by NBN is necessary, irrespective of the type of technology that is currently in use.

Customer equipment requirements

To establish the service at your premises, a compatible router or firewall is required. You have the option to either choose a managed router service, where the router is provided and managed by us, or an unmanaged option, where you can purchase the router from us but you will be responsible for managing it. Alternatively, you can provide your own BYO router, however it must meet the specific technical requirements to deliver the service to your premises.

Class of Service (CoS)

FireNet's nbn™ Enterprise Ethernet has the capability to support two distinct NBN CoS levels, namely Low and High. The Low CoS facilitates the delivery of traffic as Excess Information Rate (EIR), which is essentially a best effort service. On the other hand, the High CoS ensures that traffic is delivered with a Committed Information Rate (CIR), and is therefore better suited to meet the needs of 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>

Pricing Information

Contract Term	Installation Fee	
36 Months	\$0	
Bandwidth*	Low CoS	
	Monthly Fee	Minimum Charge (inc. GST)
100Mbps	\$299 + \$29.90 GST	\$11,840.40
200Mbps	\$389 + \$38.90 GST	\$15,404.40
500Mbps	\$645 + \$64.50 GST	\$25,542
1000Mbps	\$819 + \$81.90 GST	\$32,432.40
Other Low CoS bandwidths, High CoS, other NBN zone or contract term lengths	Please contact one of our sales representatives to assist your enquiry.	
Other Fees		
Fibre build cost**	Please dependent on the Fibre Build Category (CAT A, B or C).	
Managed Router Option	Price dependant on router selected.	
Early Termination Charge	The remaining MRC (monthly recurring cost) over the remaining contract months.	

*Due to equipment and network limitations actual speeds may not reach this bandwidth, eg. For 1000Mbps actual speed are capped at 952Mbps.
 **Simple of Complex fibre Build or Complex Feasibility Assessment (at extra cost) may be required depending on the Fibre Build Category.

Other Fees

All postage and courier costs will be payable and billed to the customer. A per unit price for courier delivery or Express Postage charges using Australia Post will apply. All managed hardware provided by FireNet remains the property of FireNet unless otherwise stated and must be returned at the customers cost when the service is terminated. Charges for not returning FireNet owned equipment will apply.

Cancellation fee for in-flight orders

Charges are dependent on the phase or your order: Planning Phase \$950; Design Phase \$2,350; Build/Pre-delivery phase \$12,000 (ex GST).

Early Termination Fee

If the service is still under contract, then an early termination fee will be calculated by multiplying the number of months remaining in the contract by the monthly charge.

Service Relocations

Customer should call us to discuss options:

- A service qualification must be conducted, and the service will need to be available at the new location in order to be able to relocate an existing connection.
- The customer is liable for all costs associated with all fibre build contributions and set-up costs at the new location.
- Early Termination fee will be applied for the existing connection at the old premises unless a new contract is signed for the new location.

Customer Service

If you have any inquiries regarding a new installation, an existing service, or your bill, please contact us at the following number: 1300 636 636

Billing

Prior to the start of each billing cycle, we will charge you in advance for the minimum monthly amount and any associated costs. Your initial bill will encompass charges for the portion of the month starting from when you enrolled in the plan until the conclusion of that billing cycle, along with the minimum monthly charge in advance for the following billing cycle. Billing services are complimentary and sent via email only. If you don't receive an invoice, it is your responsibility to contact us so we can investigate any issues or resend the invoice. You can contact us on 1300 636 636 to discuss.

It is important to know that the billing for your nbn™ service will begin once NBN Co has completed the activation process of your nbn™ Enterprise Ethernet service. Please note that billing for this service will continue despite an online connection not being established due to modem or router equipment not being connected or configured. Therefore, we advise that you utilize the service as soon as you have been informed that the service has been activated as charges will have already commenced.

How to Qualify to Receive Services

To acquire our services, you must consent to our business terms and conditions and must be a registered business with an active ABN (Australian Business Number).

Please be aware that this service can be subject to restrictions or cancellation in the event of:

- In the event of a breach of our terms and conditions or fair usage policy.
- In the event of non-payment of your bill,
- In case of any abusive behaviour towards our staff,

This summary provides an overview only. The complete legal terms and conditions for our services are outlined in the order form process prior to ordering the service.

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