



Critical information summary

NBN-EE Enterprise Ethernet

What is NBN-EE?

NBN Enterprise Ethernet is a Layer 2 carrier-grade fibre service that delivers bandwidth with the highest speed, performance, and reliability across the NBN Ethernet access network. NBN-EE enables a symmetrical bandwidth profile with traffic prioritization, including low Class of Service (CoS). Low CoS provides an excess information rate with best effort contention.

Availability

Available as an upgrade to businesses within NBN's fixed line footprint. 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 100Mbps to close to 1000Mbps symmetrical service. However, a fibre build contribution may be applicable.

What is required to access the service?

NBN will need to install a Business Network Termination Device (BNTD). You'll also need an NBN-ready modem, router, or firewall. Where applicable

NBN will need to install equipment on the outside/inside of the premises.

Minimum term of service

This service is over a 12-month term.

What is included?

Features of this service include the following:

- Best Effort Contention Ratio
- No Excess Usage
- Static IP

Class of Service

NBN Enterprise Ethernet supports 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) intended to support services that demand low latency, jitter, and loss tolerance.

Bandwidth	100Mbps	250Mbps	500Mbps	1000Mbps
CBD Zone Unlimited Minimum Monthly Charge From (inc GST)	From \$360	From \$480	From \$670	From \$850
CBD Zone 1 Unlimited Minimum Monthly Charge From (inc GST)	From \$500	From \$580	From \$830	From \$1060
Typical Business Download Speeds (9AM – 5PM)	Best Effort Contention Ratio			
Typical Business Upload Speeds (9AM – 5PM)	Best Effort Contention Ratio			
Early Termination Fee	Amount of months left in contract x monthly charge			
Minimum Term (Months)	36	36	36	36

Information About Pricing

Set-up Fee

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

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.

Cancellation Fees for In-flight orders

Fees vary depending on the current phase of your order; Planning phase \$800; Design Phase \$2050; Build/Predelivery phase \$15,000 (ex GST).

Exit Fee

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

Customer Service Guarantee

To receive this service, you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver). You may choose to not agree to a CSG waiver; however, we will not be able to provide this service to you.

Other information

Customer Service

If you have any questions, just call us on 1300 01 01 02 Option 1, or [email telco.au@ubteam.com](mailto:telco.au@ubteam.com).

Or you can visit us at www.ubteam.com.au.

Complaints

If you have any concerns or complaints, you can access our complaints resolution process [Here](#)

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

Please note:

This is a summary only – the full legal terms of your service are contained in your agreement with UBT. All rates quoted are inc GST.