DYN I.T. SOLUTIONS
Smart, reliable technology.

Critical Information Summary

nbn™ Enterprise Ethernet – High CoS

Bandwidth (Down / Upload)	CBD Zone		Regional Zone 1,2 or 3	
	Monthly Charge	Minimum Term Charge	Monthly Charge	Minimum Term Charge
250Mbps	$ 570	$ 20,520	$ 690	$ 24,840
500Mbps	$ 850	$ 30,600	$ 990	$ 35,640
1000Mbps	$ 1,150	$ 41,400	$ 1,265	$45,540
Minimum Term	36 Months			
Early Termination Charge	Number of months left in contract multiplied by monthly charge			

Service Information

The Service

DYN I.T. Solutions' 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® Enterprise Ethernet enables a symmetrical bandwidth profile with traffic prioritisation, including high Class of Service (CoS). High CoS provides a committed 1:1 information rate ideal for time-sensitive applications and guaranteed bandwidth 24/7. Availability will depend on location.

Availability

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 (FAN) 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, call our team for more information.

Access Requirements

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 router (see "equipment fees" on next page). Where applicable, 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 at the address for this appointment.

Inclusions

Features of this service include:

- Best Effort Contention Ratio
- Unlimited Data with no excess usage
- Static IP Address Allocation
- nbn enhanced SLA 12-Hour 24/7 Response

Minimum Term

This service is on a strict 36 month term.
Early Termination Charges will apply.

Pricing Information

All pricing in this document is exclusive of GST unless otherwise stated.

nbn Fibre Regional Zoning

nbn Enterprise Ethernet pricing is tied based on zoning determined by nbnco. We will advise you of the applicable zone during the initial service qualification.

Setup-up Fee

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

Excess Usage Charges

There are no excess usage charges for this service

Equipment Fees

You may provide your own router or purchase an enterprise grade router from us. The cost of this equipment will depend on the specific requirements of your business. Please contact our team to discuss options and obtain a quote.

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nbn Fibre Build Contribution Charge
In some cases, where the cost to provide a fibre service to your premises exceeds nbn's standard inclusions, a fibre build contribution charge will apply. If one applies during the initial service qualification we will advise you of this. In rare circumstances, nbn may also advise of a fibre build contribution charge during the planning phase of your service.

Changes to your plan
We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

Service Cancellation
You need to notify us in writing, by emailing support@dyn-it.com.au to cancel your nbn service. Services are subject to a 90 day cancellation notice period, which commences from the day you notify us in writing of your cancellation.

Cancellation Fees during in-flight order
Cancellation fees vary depending on the current phase of your order with nbn:

- Planning Phase: $750
- Design Phase $2050
- Build and Predelivery Phases: $15,000

Early Termination Charges
Cancellation during the Minimum 36 Month Term will incur early termination charges. The early termination charge is equal to the number of months left multiplied by the monthly charge.

Service Restriction
Please note that this service may be restricted and/or cancelled if you fail to pay your bill on time, breach our terms and conditions or our fair use policy.

Service Relocation
Relocation of an nbn Enterprise Ethernet service may only be possible in certain circumstances:

- nbn Service will need to be available at the new location
- An Early Termination Fee will be applied unless a new contract is signed at the new location.
- The customer is liable for all associated setup costs and fibre build contribution at the new location
- Please discuss any relocation plans with our team as early as possible so we can provide options.

Other Information
Customer Service
Our team can help you with any technical support, account or sales questions you have.

Our team is available by emailing support@dyn-it.com.au or calling 1800 960 487

Our standard support hours are 9am to 5pm Monday to Friday, excluding public holidays. Emergency on-call support is available via the same phone number.

Complaints Handling
Please contact our team to discuss any complaints relating to your service. We will work with you to resolve any issues following our internal dispute resolution process.

If you are still not happy with the outcome, 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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