

Critical Information Summary

Enterprise Ethernet Low CoS (36 month plan)

Data Allowance (Prices shown excluding gst)	CBD Zone Min/ Max Monthly Charge	CBD Zone Minimum Term Charge	Zone 1, 2 & 3 Min/ Max Monthly Charge	Zone 1, 2 & 3 Minimum Term Charge
100Mbps	\$399	\$14,364	\$499	\$17,964
250Mbps	\$399	\$14,364	\$499	\$17,964
500Mbps	\$469	\$16,884	\$569	\$20,484
1000Mbps	\$699	\$25,164	\$799	\$28,764
Typical Business Download Speeds (9am – 5pm)	Best Effort Contention Ratio			
Typical Business Upload Speeds (9am – 5pm)	Best Effort Contention Ratio			
Minimum Terms (Months)	36 Months			

Information about the service

What is the service?

GTE's nbn® Enterprise Ethernet service is supplied using Aussie Broadband's wholesale network and nbn® infrastructure. It is a business-grade Layer 2 fibre service providing symmetrical download and upload speeds. Low Class of Service, or Low CoS, is delivered on a best-effort basis and may be affected by network contention.

The selected speed, monthly charge and service-priority level are shown in the plan table. Performance may also be affected by network conditions, customer equipment, cabling and network configuration.

Where is it available?

The service is available at eligible premises, subject to an nbn® service qualification and confirmation that the selected speed is available.

Installation generally involves an end-to-end fibre connection. A fibre build contribution may apply depending on the location and work required.

Some premises in nbn® Fixed Wireless or Satellite areas may be eligible following a manual service qualification.

What do I need?

nbn® will install a Business Network Termination Device, or BNTD, at the premises.

You will also need:

- a compatible business-grade router or firewall;
- suitable power, cabling and network equipment; and
- space for the BNTD and associated equipment.

nbn® may need to install equipment inside and outside the premises. A person aged 18 years or older may need to attend. Additional charges may apply for non-standard installation, cabling, electrical work, equipment or site-access requirements. The service will not operate during a power outage unless suitable backup power is provided.

What is included?

The service includes:

- a best-effort contention ratio;
- unlimited data with no excess-usage charges;

- one static public IP address;
- 24-hour technical support; and
- the support pack applicable to the selected plan.

The following support packs are included:

- **100Mbps and 250Mbps plans:** Bronze Support Pack, including an Enhanced 12-hour target restoration time, 24 hours a day, seven days a week.
- **500Mbps and 1000Mbps plans:** Gold Support Pack, including a four-hour target restoration time, 24 hours a day, seven days a week.

For plans that include Bronze support, the following optional upgrades are available:

- **Silver Support Pack:** \$81.82 per month excluding GST, including a 99% uptime commitment and an eight-hour target restoration time, 24/7.
- **Gold Support Pack:** \$127.27 per month excluding GST, including a 99.95% uptime commitment and a four-hour target restoration time, 24/7.

Restoration times are targets only and are not guaranteed. Uptime commitments are subject to the applicable support-pack terms, exclusions and service-credit arrangements. They may not apply where an outage or delay is caused by customer equipment, site access, appointments, power failure, force majeure, replacement infrastructure or faults outside the applicable network.

Minimum term

The service has a minimum term of 36 months from activation. At the end of the initial term, it will continue month-to-month unless otherwise agreed or cancelled in accordance with GTE's terms.

Early termination

If you cancel during the initial term, the early termination charge will generally be:

Number of whole months remaining in the minimum term × monthly recurring service charge.

You must also pay:

- charges incurred up to cancellation;
- outstanding installation or equipment charges;
- applicable fibre build contributions; and
- non-cancellable third-party charges.

Separate charges may apply to rented or financed equipment.

Bundling

You are not required to purchase another GTE service.

Optional services include:

- voice services;
- additional static IP addresses;
- managed routers, firewalls and networking;
- mobile or secondary-link backup;
- higher service-priority levels; and
- other managed IT and telecommunications services.

Information about pricing

Monthly charge

The monthly charge for your selected speed and support level is shown in the plan table or quotation provided by GTE.

Excess usage

There are no excess-usage charges.

Set-up fee

A set-up fee of \$0 applies unless a different amount is stated in your quotation.

Fibre build contribution

A fibre build contribution may apply depending on the location and construction work required.

Where possible, GTE will advise you of the contribution before the order is submitted. In some cases, the final contribution may not be known until nbn® completes the planning or design stage.

The order will not proceed beyond the applicable stage without your approval where an additional contribution requires customer acceptance.

Equipment charges

You may use compatible customer-owned equipment approved by GTE or purchase or rent suitable equipment from GTE. Equipment, installation, configuration, freight and ongoing management charges will be shown in your quotation. Equipment supplied under a rental arrangement may remain the property of GTE or its supplier.

Other possible charges

Additional charges may apply for:

- non-standard installation;
- internal or external cabling;
- electrical work or backup power;
- additional IP addresses;
- optional support upgrades;
- managed equipment;
- relocation;
- missed appointments or unavailable site access; and
- services or work outside the agreed scope.

Cancellation of an order before activation

If you cancel an order before the service is activated, the following cancellation fees may apply depending on the stage reached:

- Planning stage: \$750 excluding GST;
- Design stage: \$2,050 excluding GST; or
- Build or pre-delivery stage: up to \$15,000 excluding GST.

You will also be responsible for any additional construction, equipment or third-party costs already incurred or committed on your behalf.

Service relocation

Enterprise Ethernet services cannot automatically be transferred to another address.

A relocation is subject to:

- service availability at the new premises;
- a new service qualification;

- new installation and set-up charges;
- any applicable fibre build contribution; and
- a new minimum-term agreement.

Early termination charges may apply to the existing service unless GTE agrees otherwise in writing.

Changes to pricing or the service

GTE may change the service, plan features or pricing in accordance with its terms and applicable law.

Where a change is materially detrimental, GTE will provide at least 30 days' written notice unless a shorter period is permitted by law or the change results from an urgent regulatory, security or upstream supplier requirement.

Suspension or cancellation

GTE may restrict, suspend or cancel the service in accordance with its terms if you:

- fail to pay an amount when due;
- breach GTE's terms or policies;
- use the service unlawfully, fraudulently or in a way that adversely affects the network or other users;
- interfere with or damage network equipment; or
- behave abusively or threateningly towards GTE personnel.

The service may also be cancelled if GTE, Aussie Broadband, nbn® or another upstream supplier can no longer provide it.

GTE will provide notice where reasonably practicable and legally required.

GTE's terms and policies are available at:

gte.com.au/policies-and-legal

Other information

Customer service and technical support

For technical support, account enquiries or sales assistance, contact GTE using the details below.

Support is available during GTE's published support hours. Fault resolution may require assistance from nbn®, Aussie Broadband or another upstream supplier.

Complaints

You may lodge a complaint with GTE if you are dissatisfied with the service or how an enquiry has been handled.

GTE's Complaints Handling Process is available at:

gte.com.au/complaints

Current versions of GTE's Service Agreement, Fair Use Policy, Privacy Policy, Financial Hardship Policy and other applicable terms are also available from this website. Copies are available free of charge on request.

If you are an eligible residential or small-business customer and remain dissatisfied after contacting GTE, you may contact the Telecommunications Industry Ombudsman for free and independent assistance.

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