

# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION and KEY INFORMATION

**NBN Enterprise** provides symmetrical high speed internet access over optical fibre cabling utilising both nbn and carrier fibre infrastructure. The service comes with a static IP address and unlimited data allowance each month. There are no peak and off peak restrictions, and no excess usage charges. TMC Connect's Acceptable Use Policy applies.

### HARDWARE REQUIREMENTS

We will supply and install a Network Termination Unit (NTU) at your premises. This will provide an Ethernet Port for connecting to your Router. You will be required to supply a compatible router at your premises. Please contact our Customer Service Team for further information.

### SERVICE AVAILABILITY

NBN Enterprise Fibre may not be available in all areas and some premises due to technical or commercial reasons. Your address must be pre-qualified before a formal quotation can be provided. To check availability please contact our Customer Care Team on 1300 846 046.

### MINIMUM TERM

Minimum term is 12 months. Quoted rates are based on a 36 month minimum term. Please contact us for rates applicable to 12 and 24 month terms.

### SET UP CHARGES

Set up charges depend upon the minimum term and are as follows: 12 month term - \$5000; 24 month term - \$1,250; 36 month term - \$0. Additional charges may apply for a non-standard installation or if it falls outside the standard scope of works as determined by the carrier.

### SERVICE SPEEDS

Service speeds shown in plan options are the theoretical maximums attainable by the NBN Enterprise connection at the highest transmission rate of the network. Actual speeds may vary and are affected by network equipment, internet connectivity, location of the content servers you're accessing, interference, limitations of connected devices, cabling, bandwidth of other services, and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEES

	NBN EE 100	NBN EE 250	NBN EE 500	NBN EE 1000
ACCESS FEE P/MTH	\$299	\$429	\$579	\$779
INCLUDED DATA*	Unlimited	Unlimited	Unlimited	Unlimited
UP/DOWN SPEED	100 Mbps	250 Mbps	500 Mbps	1000 Mbps
SLA SUPPORT	Enhanced 12	Enhanced 12	Enhanced 12	Enhanced 12
STATIC IP ADDRESS	Included	Included	Included	Included
TERM	36 Months	36 Months	36 Months	36 Months
SET UP CHARGES	\$0	\$0	\$0	\$0

\*Subject to TMC Connect's Acceptable Use Policy.

### MINIMUM TOTAL COST

NBNE100: \$10,764; NBNE250: \$15,444; NBNE500: \$20,844; NBNE1000: \$28,044.

### ZONE PRICING

NBN Enterprise Fibre is available across 3 zones: CBD Metro, Zone 1 and Zone 2. Zones are geographical areas as specified by nbn Co. Advertised pricing is based on the CBD Metro zone. Additional monthly charges may apply to services in Zone 1 and Zone 2. Please contact our Customer Care Team on 1300 846 046 for further information and to confirm the Zone location of your premises.

### WITHDRAWAL CHARGES

Withdrawal and cancellation charges apply if you choose not to proceed with an order. The charges vary depending on the current phase of the order and are as follows: planning phase - \$750; design phase - \$2,050; build/pre-delivery phase - \$15,000.

### RELOCATION CHARGES

The service can be moved to another location subject to availability at the new premises. If the service is moved to another location before the end of the initial contract term then a relocation fee applies and may be subject to new contract terms. Please contact our Customer Care Team on 1300 846 046 for full details.

### EARLY TERMINATION CHARGE

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term.

## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit [www.tmconnect.com.au/policies-legal](http://www.tmconnect.com.au/policies-legal)

### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, TMC Connect will commence the connection process. Connection timeframes may vary upon the type of connection required. TMC Connect will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on 1300 846 046.

### BILLING

TMC Connect will bill you in advance for the monthly access fees and in arrears for any one-off charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. TMC Connect's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Service Team on 1300 846 046.

### PAYMENT METHOD

TMC Connect accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

### CONTACT US

TMC Connect is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 846 046**. If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.tmconnect.com.au/compliments-and-complaints](http://www.tmconnect.com.au/compliments-and-complaints)

If you are still not satisfied with the steps taken by TMC Connect to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with TMC Connect and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.