

Information about the Service

Service Description

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 10Mbps to close to 1000Mbps symmetrical service*.

Minimum Service Term

The service is supplied on a 12, 24, 36 or 48 Month contract.

Availability

Only available in NBN enabled Footprint/zones. Your address must be pre-qualified before a formal quotation can be provided.

Monthly Data Allowance

Unlimited - there are no time restrictions and no excess usage charges. Our Acceptable Usage Policy applies.

Equipment Required

You'll need a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for you or you can choose our un-managed option in which case we will supply the router for you but it will be managed by you.

Class of Service

PIPE Networks nbn™ Enterprise Ethernet supports two 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) only, intended to support 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-technical-information/enterprise-ethernet/speed>

Information about Pricing

Unlimited Internet Offer – Metro/CBD Zone**

Contract Term	Installation Fee	
36 Months	\$0	
Bandwidth*	Low CoS	
	Monthly Fee	Minimum Charge (incl. GST)
100Mbps	\$299 + \$29.90 GST	\$11,840.40
250Mbps	\$399 + \$39.90 GST	\$15,800.40
500Mbps	\$549 + \$54.90 GST	\$21,740.40
1000Mbps	\$699 + \$69.90 GST	\$27,680.40
Other Low CoS bandwidths, High CoS, other PIPE Networks/NBN Zone or other Contract Term	Please contact PIPE Networks Sales Representative or your Account Manager.	
Other Fees	Charges	
Fibre Build Cost****	Price dependent on the Fibre Build category (CAT A, B or C).	
NBN Premium Assurance Service Option	Price dependent on the NBN Premium Assurance Service selected. NBN Premium Assurance – 12 (24x7) included by default.	
Managed Router Option	Price dependent on router selected.	
Early Termination Charge	85% of the monthly charges for the balance of the contract period.	

Additional Products

If you require additional PIPE Networks Products (example, Data or Voice), you may incur a monthly charge from \$108.90 incl GST depending on the type of service and the location. You will need to refer to your Service Order for full description of costs for any additional products you add.

Category	Additional Monthly Charge
Internet	From \$99 + \$9.90 GST (\$108.90 incl. GST)
Data	From \$99 + \$9.90 GST (\$108.90 incl. GST)
Voice	From \$99 + \$9.90 GST (\$108.90 incl. GST)
Cloud	From \$99 + \$9.90 GST (\$108.90 incl. GST)

Other Information

Customer Service

If you have questions regarding a new installation, an existing service or your bill please call us on 1300 769 691.

Usage

You can keep track of your call and data usage and make changes to your account through the Customer Portal or by contacting Customer Service.

Bills

You will receive your bill free via email, and you can access it at any time through the Customer Portal.

Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at www.commsalliance.com.au/BE.

Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at customer_relations@tpgtelecom.com.au

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within PIPE Networks, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at www.tio.com.au/about-us/contact-us or by phone on 1800 062 058.

This is a summary only – the full legal terms for your service are contained in your agreement with PIPE Networks which is available in your Order Form.

*Due to equipment and network limitations actual speeds may not reach this bandwidth, eg, for 1000Mbps actual speed is capped at 952Mbps.

**Pricing is for Metro/CBD PIPE Networks/NBN Zone - Low CoS on a 36-month contract term. Pricing for other NBN Enterprise Ethernet speeds, other PIPE Networks/NBN Zone (Low CoS or High CoS) or other contract term is available via our Sales Representative or your Account Manager.

****Simple or Complex Fibre Build or Complex Feasibility assessment (at extra cost) may be required depending on the Fibre Build Category.