Critical Information Summary
nbn™ Enterprise Ethernet

Low CoS	100	250	500	1000
Monthly Charge – Zone CBD	$369	$539	$729	$999
Monthly Charge – Zone 1, 2 & 3	$519	$699	$889	$1,159
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Static IP	Included	Included	Included	Included
Symmetrical Bandwidth	100Mbps	250Mbps	500Mbps	1000Mbps
Contract Term (Months)	36	36	36	36
Total Minimum Cost – Zone CBD	$13,284	$19,404	$26,244	$35,964
Total Minimum Cost – Zone 1, 2 &3	$18,684	$25,164	$32,004	$41,724

Information about the service

nbn™ Enterprise Ethernet service is a fibre service connecting the NBN Fibre Access Node directly to the customers premises and delivering symmetrical bandwidth.

Availability

This service is only available at NBN enabled areas. A service qualification must be completed before a formal quote can be provided.

Requirements

You will need the following:

- Compatible firewall or router.
- nbn™ may need to install equipment both inside and outside your premises.
- Network termination unit will be provided at no cost.

Minimum Term

- This service is supplied on a 36-month term.

Class of Service

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.
High CoS delivers traffic with a Committed Information Rate (CIR) only, intended to support services that demand low latency, jitter and loss tolerance.

Conditions

Service may be restricted, suspended, or terminated if:

- You fail to pay your bill.
- You abuse our team.
- You breach our terms and conditions or fair use policy which can be found at www.ucpath.com.au/agreements

Additional Pricing Information
Hardware Fees

You can bring your own compatible Fibre ready firewall/router or purchase one from UcPath.
Chat with our team on 1300 882 888 for both outright and financed hardware options.

NBN EE Build Cost

Price is dependent on the Fibre Build category and will be advised at time of signup.

Complex Feasibility Fee	$1,750
Fibre Build Cost:	TBA

Installation Costs

Installation is a one-time cost which is performed during standard business hours.

NTU Installation:	$0

Paper Invoice Fee

Paper invoices incur a fee of $2.20. Receiving your invoice via email does not incur a charge.

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Payment Options & Fees

Direct Debit Bank Account	$0.00
BPAY	$0.90
Australia Post	$3.00
Cheque	$2.00
Visa	1.60%
Mastercard	1.60%
American Express	1.90%
Diners Club	2.75%

All credit and debit card processing fees are charged as a per percentage of the total invoice and added to the following bill cycle.

Late Payment Fee

Late or dishonoured payments incur a one-time fee of $15 per event.

Early Termination Charges

Early termination charge is calculated using service monthly spend multiplied by the remaining months. Example: If a $369 100/100 nbn™ EE service is disconnected or cancelled with 18 months remaining the formula would be:

$369 (monthly service fee) x 18 (remaining months) = $6,642 plus GST and any outstanding hardware charges.

NBN EE Order Withdrawal Fees

Planning Phase	$850
Design Phase	$2,350
Build Phase or Pre-Delivery Phase	$17,500

NBN EE Relocation Fees

The NBN EE relocation Once-Off Charge will be subject to POA.

Support

We have an all Australian-based team who can help you with any support, account, or sales enquiries. Please contact us via any of the below channels:

Phone:	1300 882 888
Email:	support@ucpath.com.au
Website:	www.ucpath.com.au/support

Our support hours are standard business hours Monday to Friday 9am to 5:00pm excluding public holidays.

Complaints

If you are unhappy with the service you have received from us, please first contact our escalations manager at:

Phone:	02 9816 9810
Email:	escalations@ucpath.com.au

Ombudsman

If you are still unsatisfied with the outcome of your complaint you can contact the Telecommunication Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting their website at www.tio.com.au/making-a-complaint

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