

Critical Information Summary

Information about the service

Service description

The Cloudification of work means that businesses need high bandwidth, high availability access to the Internet. *CommsChoice Enterprise Ethernet* (CommsChoice EE) is a high bandwidth, symmetrical access Internet service designed for business, enterprise and government customers. Once activated, CommsChoice EE delivers 50Mbps-1Gbps symmetrical speeds on NBN™ fibre infrastructure, depending on your chosen speed.

Service Availability

CommsChoice EE is available nationally within NBN's fixed line footprint. To improve availability of the service, NBN has simplified its fixed line footprint into four zones that can, at a high level, be defined as CBD, Metro and Outer Metro (Zone 1), Regional (Zone 2) and Rural (Zone 3).

Modem Charge

A modem is not included with this service. Modem charges will be determined by the modem chosen by the customer.

Minimum Term

All *CommsChoice EE* plans have a range of contract options including 12, 24 and 36-month terms. The agreement will specify the contract term.

Set Up Charges

12-month contract: \$5,000 setup (ex gst)

24-month contract: \$2,500 setup (ex gst)

36-month contract: \$0 setup

After the minimum term accounts will remain active on a month-to-month basis.

Available Upgrades

Support Upgrades	Service Restoration Target	Monthly Cost ex. gst
Bronze Support - No uptime guarantee, 24/7 support	12 hours with no rebates	Included
Silver Support - 99% uptime guarantee, 24/7 support	8 hours with rebates	\$200
Gold Support - 99.95% uptime guarantee, 24/7 support	4 hours with rebates	\$300

*Ex. GST

Class of Service (CoS)

There are two NBN access options for connecting to the Internet through CommsChoice Enterprise Ethernet; CoS Low and CoS High:

- **CoS-Low:** is ideal for best efforts applications like internet browsing. By default, all CommsChoice EE services are delivered on this CoS. Low CoS provides Peak Information Rate (PIR) up to the maximum bandwidth.

CoS-High: used for time sensitive applications such as voice, video and Citrix (100% of the bandwidth is committed rate). This access provides no bandwidth guarantees on the internet service as your speed depends on a lot of other factors.

Installation charges

Standard installation is included at no charge with this plan. Installation charges may apply for non-standard installation. Any applicable installation charges will be confirmed prior to order acceptance and will form part of the contract agreement with CommsChoice.

Information About Pricing

CommsChoice EE is Price On Application (POA) as pricing is based on various factors including bandwidth, CoS, the Contract Term and the Zone of the location. All rates are ex GST unless otherwise specified.

- All plans on 36-month contract come with \$0 setup fees.
- \$0 fibre install subject to site qualification check. Build costs may apply
- Hardware not included

Service Speeds

Feature	Details
IP Address	Static (/31)
Quota	Unlimited

CommsChoice provide a range of speeds from 50Mbps - 1Gbps.

Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected or ported to another carrier within the contract terms. ETF is the monthly access fee/s x months remaining in your agreement. For full terms & conditions see the [CommsChoice MSA](#).

Service Details

This CommsChoice NBN service is provided using the NBN Co. network. CommsChoice is responsible for the service to you (the Consumer) and is not affiliated or related to NBN Co. This service comes with Enhanced SLA's ranging from four-hour break fix commitment to best efforts SLA.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Billing is free and available via email only.

Important: billing for your NBN service will commence from the day that the NBN activation is completed by NBN Co. Please

Other Specifications

Other Information

For more information about different internet technologies and to determine what is right for you please see:

<http://www.commsalliance.com/BEP>

note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Usage Information

This service provides for unlimited included data.

We are Here to Help

If you have any questions, just call us on [1300 4 COMMS](tel:13004COMMS) (1300 42 66 67) so we can serve you better. Or you can visit us at www.commschoice.com for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.commschoice.com/policies and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on [1800 062 058](tel:1800062058) or submit an enquiry at <http://www.tio.com.au>.