

### About the Service

Netbright's Business nbn™ Internet service is a business grade Internet service, provided using nbn™ Fixed Line access connections.

The service is suitable for small to medium enterprises (SME) seeking guaranteed performance and support for business applications or real-time services such as voice and video communications.

#### SERVICE AVAILABILITY

Availability of the service is dependent on the service location and available nbn™ access technology. The services and applicable access technologies are shown in the table below.

Service	Speed (Mbps)	Availability by Access Technology			
		FTTN	FTTC	FTTB	FTTP
Business nbn™ 100	100/40	Yes	Yes	Yes	Yes
Business nbn™ 250	250/100				Yes
Business nbn™ 500	500/200				Yes
Business nbn™ 1000	1000/400				Yes

When ordering a service, we will advise you of the available access technologies and service speeds. You can check basic service availability at <https://www.netbright.com.au>.

#### MINIMUM TERM

The Business nbn™ Internet service is available on a 12, 24 or 36 month terms. If the service is cancelled prior to the expiration of the nominated contract term, a termination fee equivalent to the remainder of the term is charged.

#### INCLUDED FEATURES

Netbright's Business nbn™ Internet provides a business grade Internet access service with a guaranteed contention ratio of 10:1, unlimited data allowance, enhanced service levels and a static IP address.

#### EXCLUDED FEATURES

The Business nbn™ Internet service does not include a customer router. A router can be supplied at additional cost on request.

### Service Pricing

Monthly charges and other costs are shown below, excluding GST.

Service	Activation Charge	Monthly Charge
Business nbn™ 100	Nil	\$149.00
Business nbn™ 250	Nil	\$169.00
Business nbn™ 500	Nil	\$215.00
Business nbn™ 1000	Nil	\$267.00

Netbright Business nbn™ Internet services are billed monthly on an anniversary basis. Your initial invoice will include the first month's service charges.

If your premise is in new development area and not already connected to the nbn™ a New Development Charge may also be applied by NBNCo and included on your initial invoice.

### Service Provisioning

Following acceptance of a Business nbn service order, the target delivery times for provision are as follows:

- In-place infrastructure is available: 5 business days
- New infrastructure required: 20 business days.

Note that in the case where existing in-place infrastructure is not installed, a feasibility study may be required, which generally takes 14 days. Once this feasibility study is completed, Netbright will advise a target completion date.

If during the feasibility study additional works are identified, or there are in-building extension works required, a commercial quote will be sent and provisioning will be halted until this is either approved, or the works are conducted by the customer.

### Service Level Agreements

Business nbn services are supported by a Standard SLA at no additional cost, with a Business Plus SLA available as an enhanced option.

#### AVAILABILITY TARGETS

Availability is calculated per calendar month as Service Coverage period, less downtime outside any window for planned outages, divided by the Service Coverage, and expressed as a percentage.

SLA	Target Availability	Service Coverage
Standard	99.0%	8:30 am – 5:00pm Business Days
Business Plus	99.85%	24 x 7

#### SERVICE RESTORATION TARGETS

Service Restoration Targets are the maximum elapsed time, during Service Coverage, between the Customer reporting a fault to Netbright, and Netbright confirming to the Customer that the Service has been restored.

SLA	Target Response Time	Target Resolution Time	Service Coverage
Standard	2 Hours	48 Hours	8:30 am – 5:00pm Business Days
Business Plus	1 Hour	12 Hours	24 x 7

Note that the following times are added to the Target Resolution Time in the following circumstances:

- If the service is located in a Rural Area, one full day after Netbright receives a report of service difficulty from customer.
- If the service is located in a Remote Area, 2 full days after Netbright receives a report of service difficulty from customer.

### NBN Services

NBNCo, as a wholesale provider of broadband services, delivers and maintains the customer access technology used by the Business nbn™ Internet service. The Service Speed refers to the

maximum theoretical download and upload speeds that can be achieved via the selected access technology.

### PERFORMANCE FACTORS

nbn™ Service Speeds can be affected by several factors for FTTN and FTTB access services including:

- Distance of the customer premise from the FTTN or FTTB node.
- Quality of the copper pair connecting to the FTTN or FTTB node.
- Internal wiring within the customer's premise.

Netbright will not activate services on a nbn™ wholesale speed tier above those that NBNCo indicates can be achieved over the customer's connection.

Service performance can also be affected by factors such as your Internet router configuration and performance, the in-premise wireless (Wi-Fi) signal strength, the type of content being accessed, content provider's networks and systems, and upstream Internet network congestion.

Netbright provides the option for customers to access alternative network solutions, or to migrate to another service provider without penalty if the services is unable to achieve expected speeds.

### SERVICE CONTENTION

Whilst service performance is guaranteed within the Netbright network, third-party providers' or upstream Internet networks may impact the Service Speeds achieved.

## Other Information

### CUSTOMER SERVICE

You can contact our Service Desk on 1300 358 368 or by emailing [support@netbright.com.au](mailto:support@netbright.com.au). Service Desk operating hours and service status updates can be found at [www.netbright.com.au/support](http://www.netbright.com.au/support).

Support requests lodged out of Service Desk operating hours will be actioned at the start of the next business day.

### COMPLAINTS

If you are dissatisfied with your service, you can contact us on 1300 358 368 or follow the complaints handling process outlined at [www.netbright.com.au/complaints](http://www.netbright.com.au/complaints).

### TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

If you are not happy with the outcome of your complaint process, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or online at [www.tio.com.au](http://www.tio.com.au).

Netbright is a member of and complies with the TIO Scheme under Sections 128 and 132 of the Telecommunications (Consumer Protection and Services Standards) Act,