

About the Service

Netbright's Enterprise Ethernet product is a commercial grade, high capacity service designed to meet the demanding requirements of corporate, business and educational organisations.

Delivering a flexible, scalable, resilient and cost-effective service, Enterprise Ethernet provides guaranteed performance that meets the needs of cloud-based systems and advanced collaborative applications.

SERVICE AVAILABILITY

Availability and pricing of Enterprise Ethernet is dependent on the service location and available nbn™ access technology. The service runs independently to FTTP, FTTN, FTTB, FTTC and HFC, so it's possible to maintain existing nbn™ services alongside Enterprise Ethernet.

Enterprise Ethernet services are provisioned as a symmetric service, with options available as per the service tiers detailed below.

Service	Speed (Mbps)
Enterprise Ethernet 100	100/100
Enterprise Ethernet 250	250/250
Enterprise Ethernet 500	500/500
Enterprise Ethernet 1000	1000/1000

MINIMUM TERM

The service is available on 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 Enterprise Ethernet provides a premium grade access service with a guaranteed contention ratio of 10:1, unlimited data allowance, enhanced service levels and static IP addressing.

EXCLUDED FEATURES

The Enterprise Ethernet service does not include a customer router. A router can be supplied at additional cost on request.

Service Pricing

Due to the requirements for provisioning of a dedicated fibre connection, Netbright provides a proposal detailing service charges and other costs on application.

Enterprise Ethernet services are billed monthly on an anniversary basis. Your initial invoice will include the first month's service charges and any applicable connection charges as outlined below.

Service Provisioning

Provisioning of optical fibre is dependent on the cabling distance from the current nbn™ infrastructure to the customer premises. We will coordinate with nbn™ and advise you prior to completing the work. This process involves:

- Verifying your location in relation to the relevant nbn™ fibre zone and confirming zone eligibility.

- If required, undertaking a study to identify the connection charge payable to extend the fibre network.
- If the feasibility study identifies additional works are required, or there other (e.g. in-building) extension works required, the provisioning process will be paused until these costs are approved.
- Once the feasibility study is completed and connection charges are approved, Netbright will be advised of the Target Completion date, which is generally 30-90 business days.

For customer sites where there is existing in-place infrastructure that can be used, services can generally be provided within 21 business days.

Service Level Agreements

Enterprise Ethernet services are supported by a Standard SLA at no additional cost. Enhanced SLAs (Express 8 and Express 4) are available on application.

AVAILABILITY TARGETS

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

Service	Target Availability	Service Coverage
Enterprise Ethernet	99.95%	8:30 am – 5:00pm Business Days

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
Express 8	1 Hour	8 Hours	24 x 7
Express 4	1 Hour	4 Hours	24 x 7

The Target Resolution Times only include time accrued during the Standard Service Hours in relation to each SLA option.

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.

SERVICE PERFORMANCE TARGETS

Enterprise Ethernet services provided by Netbright have the following Service Performance Targets.

Service	Performance Objective: Customer Premise to Netbright PoP			
	Frame Loss Ratio	Average One-Way Delay		Frame Delay Variation
		0-200km	200-1600 km	
Enterprise Ethernet	< 0.1%	< 6 ms	< 14.5 ms	Best Effort

NBN Services

NBNCo, as a wholesale provider of broadband services, delivers and maintains the customer access technology used by the service. The Service Speed refers to the maximum theoretical download and upload speeds that can be achieved via the selected access technology.

PERFORMANCE FACTORS

Service performance can also be affected by factors such as your router configuration and performance, the in-premise wireless (Wi-Fi) performance, the type of content being accessed, content provider's networks and systems, and upstream 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 are unable to achieve the expected performance.

SERVICE CONTENTION

Whilst service performance is guaranteed within the Netbright network, third-party providers' or upstream 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. Service Desk operating hours and service status updates can be found at 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.

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.

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.