

# Breeze FIBRE NBN EE Service - Plans

Plan Bandwidth*	250/250	500/500	1000/1000	Setup Fee
Zone: 1-3 Low CoS Region: 4 Monthly Charge	\$695.00	\$949.00	\$1,470.00	\$0.00
Data Allowance	Unlimited			

\* Other plan options are available on request.

## Information about this service

The NBN Enterprise Ethernet is a top-quality fibre service that operates on Layer 2 and provides exceptional speed, reliability, and performance across the NBN network. As it is a direct fibre service, users can enjoy symmetrical bandwidth and traffic prioritization. A low CoS (Class of Service) service has no performance guarantees through NBNs network and may suffer congestion at times of high network demand.

Enterprise Ethernet availability varies depending on the location.

### Term

36 months

### What is included?

The features of this service include a symmetrical connection, unlimited usage, a free static IP address and no excess data charges. The 12hr 24/7 eSLA support package comes as standard but upgrades to shorter time packages are available.

### Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill,
- You are abusive to our staff
- You breach our T&Cs our fair use policy available at [breezeconnect.com.au/our-policies/](http://breezeconnect.com.au/our-policies/)

## Important conditions and limitations of the service

### Service guarantee

NBN's Enterprise Ethernet service provides businesses within their fixed line area the opportunity to upgrade to full end-to-end fibre access from the Fibre Access Node (FAN) directly to their site. However, there may be a cost for a fibre build contribution.

For Fixed Wireless and Satellite customers, accessing this service may require a manual service qualification check. To learn more about this, contact our Enterprise Team.

### Requirements for accessing this service

NBN will require you to have a Business Network Termination Device (BNTD) installed. NBN also need to install equipment outside and inside (near a power point) of your premises. During this installation appointment, it is mandatory to have an adult over 18 present at the address.

### Medical alarms/security

Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an NBN service. You can do this by contacting the provider of your medical or security alarm service, who can also advise on options.

## Other information

### Automatic credit card payments

We offer a service to make automatic payment of your account using a credit card. If you opt in for this service, the balance owing on your invoice will be deducted in full on the due date each month until you ask us to cancel this service.

### Early Termination

If in contract, exit fee or Early Termination fee will be 85% of the number of months left x monthly charge.

If you cancel your order before Breeze Connect issues advice indicating the completion of the associated service, you will be subject to the following fees for order withdrawal:

- If Breeze Connect hasn't yet accepted the order, there will be no cancellation fee.
- If NBN Co accepted the order the cancellation fee will be applied as per the breakdown on the order form/contract.
- If the physical build is complete and Breeze Connect receives service completion advice from the carrier the cancellation fee will be 85% of the full contracted monthly fees.

### Fibre Build Contribution

If a fibre build contribution is applicable this can be advised by NBN before placing your order, or during the planning phase of the order.

## Full terms

For our full legal terms please refer to our Standard Form of Agreement (SFOA) which can be found at [breezeconnect.com.au/customer-terms](https://breezeconnect.com.au/customer-terms).

### We are here to help

Please visit [breezeconnect.com.au/contact-us](https://breezeconnect.com.au/contact-us) if you have questions about your plan, rates, or technical support. You can also call us on 1300 127 339 or send us an email at [help@breezeconnect.com.au](mailto:help@breezeconnect.com.au). If you need to contact us while overseas you can call +61 8 7078 5300.

### Complaints and disputes

If you are dissatisfied with the performance of a product or the service, we provide please let us know so we can try to fix it. If we are unable to resolve your issue to your satisfaction, please visit [breezeconnect.com.au/complaints](https://breezeconnect.com.au/complaints) for more details about our dispute resolution process.

### Further investigation

If we still cannot resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Breeze Connect first and is an option of last resort. You can contact the TIO by phone on 1800 062 058 or by visiting [tio.com.au/contact-us](https://tio.com.au/contact-us).