CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

NBN Enterprise Ethernet provides symmetrical high speed internet access over optical fibre cabling utilising both nbn and carrier fibre infrastructure. The service comes with a static IP address and unlimited data allowance each month. There are no peak and off peak restrictions, and no excess usage charges. Our Acceptable Use Policy applies.

HARDWARE REQUIREMENTS

We will supply and install a Network Termination Unit (NTU) at your premises. This will provide an Ethernet Port for connecting to your Router. You will require a compatible router and/or firewall at your premises. Please contact our Customer Service Team for further information.

SERVICE AVAILABILITY

NBN Enterprise Ethernet may not be available in all areas and some premises due to technical or commercial reasons. Your address must be pre-qualified before a formal quotation can be provided. To check availability please contact our Customer Care Team on **1300 00 50 60**.

MINIMUM TERM

Minimum term is 36 months.

SET UP CHARGES

There are no charges for standard installations. Additional charges may apply for a non-standard installation or if it falls outside the standard scope of works as determined by the carrier. Please contact our Customer Care Team to confirm the installation cost applicable to your service.

SERVICE SPEEDS

Service speeds shown in plan options are the theoretical maximums attainable by the NBN Enterprise Ethernet connection at the highest transmission rate of the network. Actual speeds may vary and are affected by network equipment, internet connectivity, location of the content servers you're accessing, interference, limitations of connected devices, cabling, bandwidth of other services, and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

	NBN EE PRO 100	NBN EE PRO 250	NBN EE PRO 500	NBN EE PRO 1000
ACCESS FEE P/MTH	$399	$499	$659	$799
INCLUDED DATA*	Unlimited	Unlimited	Unlimited	Unlimited
UP/DOWN SPEED	100 Mbps	250 Mbps	500 Mbps	1000 Mbps
SLA SUPPORT	Enhanced 12	Enhanced 12	Enhanced 12	Enhanced 12
STATIC IP ADDRESS	Included	Included	Included	Included
TERM	36 Months	36 Months	36 Months	36 Months
SET UP CHARGES	$0	$0	$0	$0

*Subject to Real ICT's Acceptable Use Policy.

MINIMUM TOTAL COST

PRO100 - $14,364; PRO250 - $17,964; PRO500 - $23,724; PRO1000 - $28,764.

ZONE PRICING

NBN Enterprise Ethernet is available across 3 zones: CBD Metro, Zone 1 and Zone 2. Zones are geographical areas as specified by nbn Co. Advertised pricing is based on the CBD Metro zone. Additional monthly charges apply to services in Zone 1 and Zone 2. Please contact our Customer Care Team on 1300 00 50 60 for further information and to confirm the Zone location of your premises.

WITHDRAWAL CHARGES

Withdrawal and cancellation charges apply if you choose not to proceed with an order. The charges vary depending on the current phase of the order and are as follows: planning phase - $750; design phase - $2,050; build/pre-delivery phase - $15,000.

RELOCATION CHARGES

The service can be moved to another location subject to availability at the new premises. If the service is moved to another location before the end of the initial contract term then a relocation fee applies and may be subject to new contract terms. Please contact our Customer Care Team on **1300 00 50 60** for full details.

EARLY TERMINATION CHARGE

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit **www.realict.com.au**

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, Real ICT will commence the connection process. Connection timeframes may vary upon the type of connection required. Real ICT will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 00 50 60**.

BILLING

Real ICT will bill you in advance for the monthly access fee and in arrears for any one-off charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Real ICT's standard method for bill delivery is email. Paper billing is available for a monthly fee of $5. To opt in to paper billing, please contact our Customer Service Team on **1300 00 50 60**.

PAYMENT METHOD

Real ICT accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

CONTACT US

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If you are still not satisfied with the steps taken by Real ICT to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Real ICT and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

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MINIMUM TERM

Minimum term is 36 months.

SET UP CHARGES

There are no charges for standard installations. Additional charges may apply for a non-standard installation or if it falls outside the standard scope of works as determined by the carrier. Please contact our Customer Care Team to confirm the installation cost applicable to your service.

SERVICE SPEEDS

Service speeds shown in plan options are the theoretical maximums attainable by the NBN Enterprise Ethernet connection at the highest transmission rate of the network. Actual speeds may vary and are affected by network equipment, internet connectivity, location of the content servers you're accessing, interference, limitations of connected devices, cabling, bandwidth of other services, and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

	NBN EE SME 100	NBN EE SME 250	NBN EE SME 500	NBN EE SME 1000
ACCESS FEE P/MTH	$429	$529	$699	$849
INCLUDED DATA*	Unlimited	Unlimited	Unlimited	Unlimited
UP/DOWN SPEED	100 Mbps	250 Mbps	500 Mbps	1000 Mbps
SLA SUPPORT	Enhanced 12	Enhanced 12	Enhanced 12	Enhanced 12
STATIC IP ADDRESS	Included	Included	Included	Included
TERM	36 Months	36 Months	36 Months	36 Months
SET UP CHARGES	$0	$0	$0	$0

*Subject to Real ICT's Acceptable Use Policy.

MINIMUM TOTAL COST

SME100 - $15,444; SME250 - $19,044; SME500 - $25,164; SME1000 - $30,564.

ZONE PRICING

NBN Enterprise Ethernet is available across 3 zones: CBD Metro, Zone 1 and Zone 2. Zones are geographical areas as specified by nbn Co. Advertised pricing is based on the CBD Metro zone. Additional monthly charges apply to services in Zone 1 and Zone 2. Please contact our Customer Care Team on 1300 00 50 60 for further information and to confirm the Zone location of your premises.

WITHDRAWAL CHARGES

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RELOCATION CHARGES

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INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

	NBN EE BIZ 100	NBN EE BIZ 250	NBN EE BIZ 500	NBN EE BIZ 1000
ACCESS FEE P/MTH	$449	$549	$749	$899
INCLUDED DATA*	Unlimited	Unlimited	Unlimited	Unlimited
UP/DOWN SPEED	100 Mbps	250 Mbps	500 Mbps	1000 Mbps
SLA SUPPORT	Enhanced 12	Enhanced 12	Enhanced 12	Enhanced 12
STATIC IP ADDRESS	Included	Included	Included	Included
TERM	36 Months	36 Months	36 Months	36 Months
SET UP CHARGES	$0	$0	$0	$0

*Subject to Real ICT's Acceptable Use Policy.

MINIMUM TOTAL COST

BIZ100 - $16,164; BIZ250 - $19,764; BIZ500 - $26,964; BIZ1000 - $32,364.

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