Critical Information Summary
Cadiz³ nbn™ Enterprise Ethernet

Service Description

Cadiz³'s nbn™ Enterprise Ethernet is a high performance business-grade service delivered using the Cadiz³ core network and the nbn™ Co. fibre network. The service offers symmetric bandwidth with speeds between 100Mbps and 1000Mbps.

Key information about this plan:

- 1 Static IP Address (IPv4)
- Unmetered uploads and downloads
- Low Class of Service (CoS) Traffic Profile
- Symmetrical Service Speeds

Availability

The service is available to business customers with a current Australian Business Number (ABN) and within nbn™ enabled footprint zones.

Speeds

Services delivered on the nbn™ network are provided as per the bands in the plans table below.

The actual speeds for the service may be slower and vary due to many factors including type of content being downloaded, hardware and software configuration, the source of the content or interconnecting infrastructure not operated by Cadiz³.

Battery Backup / Power Outages

The service does not include a battery backup. In the event of a power outage, your service will be temporarily unavailable.

Activation Fee

Activation is included at no charge on a 36-Month Contract Term.

Commercial Build Charges

A pre-qualification site check will be required. If any applicable build costs apply you will be quoted such charges after the initial site inspection.

Minimum Term

36-Months. At the end of the contract period, the service will remain active on a month-to-month basis.

Pricing

Pricing is based on Zones/Locations. Please call our Sales Team for any pricing not listed.

Cancellation / Early Termination Charges

If you choose to terminate a Cadiz³ nbn™ Enterprise Ethernet service within the contract term, you will be charged an Early Termination Fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. Termination of the service requires 30-days' written notice.

Manage Your Account and Services

You can manage your account, view your services and usage data, pay your bill or log a support ticket using Cadiz³'s customer service portal https://ember.cadiz3.com.au.

Billing

Services are billed in advance and are non-refundable. Your first Invoice will include a pro-rata rental amount for the partial month of when the service activated until the end of that billing cycle, the following month's rental amount, and any applicable build or once off charges.

Failing to pay your Invoice by the due date may result in your service being restricted.

Acceptable Use

The service is subject to our Acceptable Use Policy at https://www.cadiz3.com.au/policy.

The service must not be used in a way that is unreasonable, in a fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. If you breach the Acceptable Use Policy, we reserve the right to restrict, suspend or terminate your service without notice.

Hardware

A Business Network Termination Device (BNTD) will need to be installed and will remain the property of nbn™ Co. An nbn™ capable modem/router will also be required. You can choose to purchase this from Cadiz³ outright or as monthly managed hardware for the term of the service contract.

Hardware supplied as part of a managed service remains the property of Cadiz³.

If you choose to supply your own hardware you are responsible to configure and ensure it is compatible with the nbn™ technology used to deliver the service.

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nbn™ Enterprise Ethernet (CBD Zone) – Plans

Item	nbn™ EE 100/100	nbn™ EE 200/200	nbn™ EE 500/500	nbn™ EE 1000/1000
nbn™ EE Symmetrical Speed	100Mbps	200Mbps	500Mbps	1000Mbps
Minimum Monthly Charge	$380.00	$520.00	$790.00	$975.00
Minimum Term	36-Months	36-Months	36-Months	36-Months
Minimum Total Cost	$13,680.00	$18,720.00	$28,440.00	$35,100.00
Monthly Data Allowance	Unmetered	Unmetered	Unmetered	Unmetered
nbn™ Service Level Agreement	Priority Network Support 12	Priority Network Support 12	Priority Network Support 12	Priority Network Support 12

All prices listed exclude GST

nbn™ Enterprise Ethernet – Hardware

Model	Description	Outright	Managed
Cisco C927-4P	1 port GE, 4-port GE LAN switch	$790.00	$50.00/month 36-Month Term
Cisco C927-4P LTEAU	1 port GE, 4-port GE LAN switch, LTE cellular	$2,000.00	$90.00/month 36-Month Term
Meraki MX67W with 3YR Enterprise License	2 port GE, 4-port GE LAN switch, 802.11ac Wave 2 Wi-Fi	$1,942.00	$75.00/month 36-Month Term
Meraki MX67W with 3YR Advanced Security License	2 port GE, 4-port GE LAN switch, 802.11ac Wave 2 Wi-Fi	$2,700.00	$80.00/month 36-Month Term

All prices listed exclude GST

Customer Service

We are committed to providing exceptional customer service and we are here to assist you. If you have any questions or comments, please contact us via the portal, by calling 1300 933 217, or by emailing customerservice@cadiz3.com.au.

Complaints

Our team is dedicated to helping you find solutions and addressing any issues you may have.

Whether you need help with a product or service, or have any other questions, we encourage you to first contact us on 1300 933 217 so we can try to work towards a resolution.

If you are not satisfied with the outcome, you may wish to contact the Telecommunications Industry Ombudsman on 1800 062 058 or www.tio.com.au/making-a-complaint.

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