



Critical Information Summary

Tronic Networks Pty Ltd | ABN: 71 123 059 307

Tronic Internet by Aussie Broadband – nbn® Enterprise

Information about the service

Introducing Tronic Internet, powered by Aussie Broadband, your gateway to seamless connectivity on Australia’s NBN Network. Backed by dedicated support from a 100% Australian-based network. Tronic ensures uninterrupted internet access for all your voice and data requirements. Experience the freedom of no lock-in contracts, giving you the flexibility to adjust your plans effortlessly as your business evolves. Trust Tronic to manage your internet connection, allowing you to focus on what matters most - growing your business. For more information regarding Tronic Internet by Aussie Broadband, please contact us at sales@tronic.com.au or call us on 1300 788 718

Is the offer part of a bundle?	NO
Is the customer required to buy any goods as part of the offer?	Optional (See Below)
Does the offer have any minimum term of use?	36 Month

What is the service?

nbn® Enterprise Ethernet is a Layer 2 carrier-grade fibre service that delivers bandwidth with the highest speed, performance and reliability across the nbn® ethernet access network. nbn® Enterprise Ethernet enables a symmetrical bandwidth profile with traffic prioritisation, including low Class of Service (CoS). Low CoS provides an excess information rate with best effort contention Availability will depend on location.

Where is it available?

Available as an upgrade to businesses within nbn's® fixed line footprint, your business can access full end to-end fibre installed from the Fibre Access Node (FAN) back to your site with nbn® Enterprise Ethernet. However, a fibre build contribution may be applicable.

What do I need to access the service?

Regardless of the technology type you currently have in place, nbn® will need to install a Business Network Termination Device (BNTD). You will also need an NBN ready modem/router (see “equipment fees” on next page). Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at the address for this appointment.

What is included?

- Best Effort Contention Ratio
- No excess usage
- Static IP
- eSLA: Enhanced 12-24/7 (Bronze Support Pack)
- Priority ticket handling, during standard Tronic business hours. From our support team at support@tronic.com.au



1300 799 095



support@tronic.com.au



www.tronic.com.au



Suite 221 / 202 Jells Road, Wheelers Hill, Victoria, 3150



Hardware – Required (Equipment fees)

You may provide your own modem/router or buy an enterprise grade modem/router from Tronic. Cost would depend on the modem/router option you chose. Talk to Tronic Enterprise Team for more information.

Fibre build

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.

Excess usage

There are no excess usage charges.

Set-up fee

There will be a \$0 setup fee. Also, a fibre build contribution may be applicable.

Contract Period & Minimum term of the service

This service is over a 36-month term.

Information about pricing:

Service to be provided: This service delivers fast, reliable and scalable connectivity on our own Aussie Broadband high-speed fibre network.

Data Allowance	CBD Zone Min/ Max Monthly Charge (ex GST)	CBD Zone Minimum Term Charge (ex GST)	Zone 1, 2 & 3 Min/ Max Monthly Charge (ex GST)	Zone 1, 2 & 3 Minimum Term Charge (ex GST)		
100Mbps	\$399	\$14,364	\$499	\$17,964		
250Mbps	\$399	\$14,364	\$499	\$17,964		
500Mbps	\$499	\$17,964	\$599	\$21,564		
1000Mbps	\$699	\$25,164	\$799	\$28,764		
Typical Business Download Speeds (9am - 5pm)	Best Effort Contention Ratio					
Typical Business Upload Speeds (9am - 5pm)	Best Effort Contention Ratio					
Early Termination Charge	Amount of months left in contract x monthly charge					
Downgrade Fee	Price difference between old plan and new plan x remaining months					
Minimum Term	36 months					



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Service relocations:

- Service will need to be available at the new location.
- Early termination fee will be applied unless a new contract is signed for new location.
- Customer is liable for all set-up costs and fibre build contribution at new location
- Call us to discuss options

Other possible costs

If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bot-on features, speak to our staff.

Downgrade fees

Modification charges apply where a plan is revised to a lower plan. The charge is calculated as follows: Reduction in monthly recurring cost x Remaining contract term.

Example: A customer is on a 36-month contract term, the current plan is 500M which costs \$499.00 ex. GST per month. The customer is 3 months into their contract term and has asked for a plan reduction to 250M, this plan costs \$299.00 ex. GST per month. The downgrade fee will be \$6,600.00 ex. GST once off to enable plan change. Fees do not apply for a higher bandwidth profile modification.

Cancellation fees for in-flight orders

Fees vary depending on the current phase of your order: Planning phase \$750; Design Phase \$2,050; Build/Predelivery phase \$15,000 (ex GST).

Exit fee's:

If in contract, exit fee will be number of months left x monthly charge

Customer Service Contact Details:

Phone: 1300 799 095

Email: support@tronic.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter be made in writing to support@tronic.com.au We Treat all complaints as high priority

Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at www.tio.com.au/making-a-complaint or by calling 1800 062 058.



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