

Critical Information Summary

Gold eSLA bolt on

(Business plans)

Service to be provided: An enhanced Service Level Agreement with a 4 hour nbn® target resolution time.

eSLA Gold Minimum cost per month	\$40
eSLA Gold Maximum cost per month	\$40
Early Termination Charge	\$0
Minimum Term (Months)	

What is included?

Features of this service include:

- nbn® Qualified Network engineers if required.
- Gold 4h nbn® target restoration time 1
- After hours installs available
- Automatic fault monitoring
- Best-effort uptime

Minimum term of the service

This service is month-to-month with no fixed term.

Do I have to bundle anything with the service?

You do need to bundle this service with an Aussie Broadband Business nbn® plan.

Information about pricing

Set-up fee

There is no set-up fee for this service.

Information about the service

What is the service?

Aussie Broadband's Gold eSLA is an enhanced Service Level Agreement with a 4 hour nbn® resolution time.

Where is it available?

Aussie Broadband's Gold eSLA is available when added to one of our Business nbn® plans.

What do I need to access the service?

An Aussie Broadband Business nbn® plan.

* Note: The Service Levels above are each calculated by reference to the Operational Hours that apply to the relevant Enhanced Fault Rectification Service option.

Enhanced Fault rectification Service Levels by location of Premises (hours)*			
	Urban Area /Major Rural Area, Minor Rural Area and Remote Area where the Enhanced Fault does not require external or internal plant work or nbn attendance at Premises.	Major Rural Area and Minor Rural Area where the Enhanced Fault requires external or internal plant work or nbn attendance at Premises.	Remote Area where the Enhanced Fault requires external or internal plant work or nbn attendance at Premises.
Enhanced - 4	4	18	40

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Other possible costs

There are no other possible costs for this service.

Exit fee

There are no exit fees for this service.

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 terms and conditions or our fair use policy, available at aussiebroadband.com.au/legal

Other information

Customer service

We have an all Australian-based business support team who can help you with 24/7 on call support to discuss requirements call us on 1300 480 905.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://aussiebroadband.com.au/lodge-a-complaint/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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