White Paper

The Top 10 things you need to know about nbn Enterprise Ethernet

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cloud communications for business

The **Cloudification** of work means that businesses need high bandwidth, high availability access to the Internet.

Enterprise Ethernet helps business customers of all shapes and sizes access dedicated end-to-end fibre installed direct to office locations without the price tag of a traditional fibre connections.

Enterprise Ethernet delivers symmetrical speeds up to 1000Mbps/1000Mbps (1Gbps/1Gbps) so companies can easily operate bandwidth-intensive applications like IP voice and video conferencing.

Symmetrical internet speeds have identical download and upload speeds, which can bring real benefits to your business. For example, with symmetrical internet multiple users can engage in an online video call. The equal upload and download speeds will not only help the quality of the video and audio, but also allow other members of the business to conduct their work as per normal.

A staff member might have a super-fast download speed, but if their upload speed isn't up to scratch then there will be a loss of quality in video feeds that they broadcast, as well as a lag in their efforts to collaborate in real time. Tools such as MS Teams in Office 365, with their rich in-built services, were created with a constant and stable internet connection in mind.

So what are the Top 10 things you need to know?

Here's our list:

1. **What is the maximum bandwidth I can get on Enterprise Ethernet?**

   Enterprise Ethernet is available from 50/50Mbps up to 1000/1000Mbps.

2. **Once connected, can I change bandwidth anytime?**

   Yes you can. As Enterprise Ethernet is delivered over a direct fibre connection you can dial your service up or down as your business requires. Bandwidth changes can be implemented within hours of a service request.

3. **How long will the install take?**

   Subject to a site availability check, installation will take 30-60 business days depending on the location and complexity of your build.

4. **How much does installation cost?**

   On 36-month contracts, installation is free for eligible businesses. However, installation fees apply for 12 and 24-month contract terms and build costs may apply in some locations. A site qualification will determine this prior to any commitment.

5. **Where can I get Enterprise Ethernet?**

   Enterprise Ethernet is available for sites located within the nbn™ access network fixed line footprint.

6. **What's the difference between high and low class of service?**

   Enterprise Ethernet comes with class of service options, depending on your business needs. CoS-Low is ideal for best efforts applications like internet browsing. CoS-High is used for time sensitive applications such as voice, video and Citrix. Enterprise Ethernet comes with CoS-Low as standard.

7. **Can I change from low to high CoS?**

   Yes you can. Business needs change over time, and how you use your data network also changes. If you find the importance of your applications changing, you can alter your class of service accordingly.

8. **What's the difference between Enterprise Ethernet, TC2 and TC4?**

   TC4 is a standard grade service that can be upgraded to maximum 100/40 on FttN, FTTC, FttB and HFC and up to 1000/400Mbps on FttP.

   TC2 is a business grade service that can be upgraded to maximum 20/20Mbps on FttN, FTTC, FttB and HFC and up to 100/100Mbps on FttP.

   Enterprise Ethernet is a business grade service that can be upgraded from 50/50Mbps to a to maximum 1000/1000Mbps and is not dependant on the standard TC4 technology.

9. **What SLAs are available on Enterprise Ethernet?**

   The standard SLA on Enterprise Ethernet allows for a 12hr restoration time. Enhanced SLAs (eSLAS) are available as optional upgrades

10. **What is an eSLA?**

    eSLA stands for Enhanced Service Level Agreement and refers to our commitment to providing a higher level of support by having faster rectification on faults within a specified timeframe.

Some of the main benefits of Enterprise Ethernet are:

- Technology to future proof your business – this service will power all the communications, networking, cloud, and data protection solutions your staff need.
- Dedicated fibre connection to your office locations– upgrade all your office sites to fibre cost-effectively, available anywhere on the nbn fixed line network nationally.
- Very fast symmetrical speeds - true enterprise grade connectivity delivering symmetrical speeds up to 1/1 Gbps.
- Prioritise your critical traffic - seamlessly operate bandwidth-intensive applications like IP voice and video conferencing - whenever you need to work.
- Enterprise grade support - fast, secure, and reliable fibre keeps you connected 24/7, backed by enhanced Service Level support options.

Enterprise Ethernet is now available anywhere in Australia within the fixed line footprint of the nbn™ access network, so if your office site currently uses nbn™ connection technology (other than Fixed Wireless or Satellite) there's a good chance you'll be able to upgrade to superfast dedicated fibre.

Installation of dedicated fibre and a business grade Network Termination Device at your site by nbn technicians generally takes 30 - 60 business days, depending on the location and complexity of the build.

One of the many advantages of nbn™ Enterprise Ethernet is that the dedicated fibre to your site can deliver from 50Mbps/50Mbps speeds up to 1Gbps/1Gbps without needing any infrastructure or equipment upgrades. What this means is that you can quickly scale up your service speed to meet increased operational demand as your business grows.

Enterprise Ethernet is a game-changer for organisations struggling with congested internet using outdated connection technology or faced with limited connectivity options due to their location.

To find out more, visit our website or contact the CommsChoice team today on 1300 42 66 67 or email sales@commschoice.com

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