

Information About This Service

Offer Description	nbn [®] Enterprise Ethernet is positioned as the flagship business-grade fibre service, built for organisations that need high performance, reliability, and symmetrical bandwidth. It provides a dedicated fibre connection from the customer premises to the nbn Fibre Access Node, enabling the highest available upload and download speeds and supporting both committed and prioritised data options for consistent performance. This makes it suitable for medium and large businesses with demanding workloads, multi-site operations, or high data requirements. The service is designed to scale as needs grow and offers the most premium performance profile across the nbn network.
Hardware	Services include a standard NTU for monitoring purposes only – all other on-site network equipment such as switches and routers is the customer's responsibility.
Standard Installation Requirements	Site access may be required to complete network upgrades and other works. For more information, please speak to our customer service team on 1300 00 NEXT (1300 006 398).
Exclusions and Limitations	Availability varies by location, so we'll check your address and confirm which service options are available before proceeding.

Pricing Example

Plan	nbn [™] Enterprise Ethernet 250/250 Mbps CoS-L CBD Standard
Minimum Term	36 months
Plan Pricing	\$499 per month
Minimum Cost	\$17,964
More Information	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

Early Termination Fees

If an nbn[®] Enterprise Ethernet service is cancelled, disconnected, or withdrawn during the contract term, an Early Termination Fee (ETF) applies. The ETF is calculated as the monthly access fee multiplied by the months remaining in the contract. Any discounted installation, setup, or build charges may become payable at their full, undiscounted rate upon early termination. Services cancelled after order acceptance but before activation may also incur withdrawal or cancellation charges, depending on how far provisioning or build activities have progressed.

For full terms & conditions go to [Next Telecom Terms & Conditions](#)

Other Costs

An nbn[®] Enterprise Ethernet service may incur additional costs beyond the monthly access fee, including fibre build contributions where new infrastructure is required, fees for non-standard or out-of-hours installations, service withdrawal charges for orders cancelled after acceptance, and optional charges for upgrades such as higher Class of Service, enhanced SLAs, relocations, or managed hardware if selected.

Contact Information

Service Area	Phone	Email
Sales	1300 722 320	sales@nexttelecom.com.au
Support	1300 006 398	support@nexttelecom.com.au
Self Service Portal	https://portal.nexttelecom.com.au/portal/	

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.nexttelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

If you have a complaint that we cannot resolve, you can contact the **Telecommunications Industry Ombudsman (TIO)**.

- Phone: 1800 062 058
- Website: <https://www.tio.com.au>
- Cost: Free for consumers and small businesses