

Probiz™ Product Guide

A Complete Guide to Superloop **Probiz™ Enterprise Ethernet** powered by nbn® Business Enterprise Ethernet.

Superloop Probiz Internet service powered by nbn® Enterprise Ethernet (EE) provides a high speed and reliable fibre-based solution to your business site. It is available alongside or instead of standard nbn services.

A Superloop Internet service delivered over nbn Enterprise Ethernet delivers superior business grade, scalable connectivity. It supports symmetrical bandwidth profiles with traffic prioritisation and includes Class of Service (CoS) with excess information rates and best effort contention.

Business & Enterprise Service Offering

Download/Upload Speed*	100/100Mbps - 2000/2000Mbps symmetrical
IP Route	Static IP; incl. 1 x public IPv4 address.
Footprint Availability	More than 1.5 million Australian businesses.
Monthly Data Allowance	UNLIMITED
Quality/Class of Service	Option of Low or High Class of Service (CoS)
Service Availability	99.95%
Equipment at your premises	nbn will install a nbn Business Network Termination Device (BNTD).
Max Transmission Unit (MTU) size	9000 bytes
Metro Ethernet Forum (MEF)	MEF 3.0 compliant.

* Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Superloop does not monitor or maintain.

\$0 Build Cost

No up-front build costs for an estimated 90% of business locations within the nbn network footprint.

Availability

Available nationally across all 121 Points of Interconnection (POI) on the nbn network.

Flexibility

Scale up bandwidth required as your business grows, or data intensity increases. Build once without the need to migrate to another network solution in the future.

Dedicated Team

Help when you need it, at every step of the way with our dedicated business activation team and prioritised support with Superloop network operations centre.

Priority Account Manager

Access to a dedicated account manager for prioritised business support when you need it.

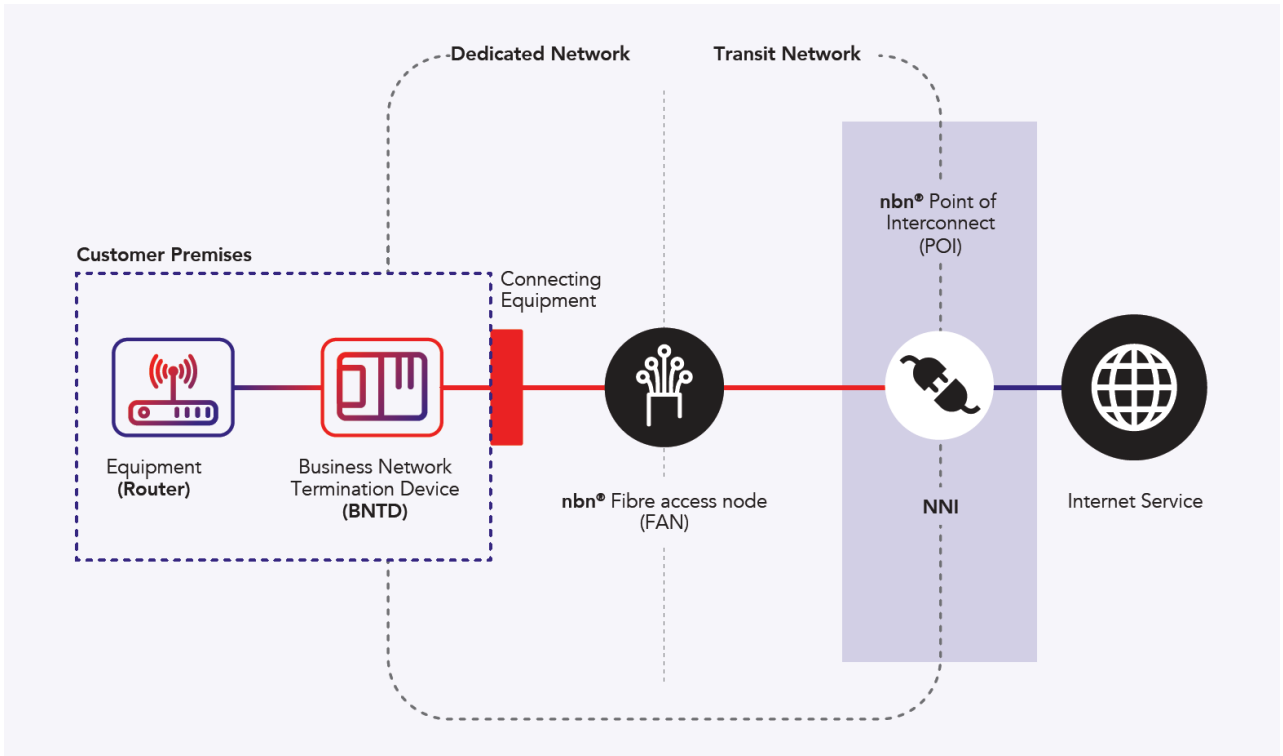
Enhanced Service Level Target

Superloop have a target restoration time of up to 4 hours on Probiz, otherwise service rebates may be applicable.

Probiz Enterprise Ethernet.

How does it work?

Enterprise Ethernet connects to the business premises to provide fast and reliable high performing connectivity.



Equipment Details

Two pieces of equipment are required to connect Enterprise Ethernet. The Business Network Termination Device (BNTD) and the Router.

BNTD (supplied by nbn)

A key component that drives network reliability, installed in the customer's premises. Designed for carriers with high performance specifications, proactive monitoring capability and low failure rate.

Router

Router can be purchased from Superloop or BYO device. For any BYO device, we recommend checking the modem specification to make sure it works with the required bandwidth and meets nbn criteria.

Equipment Installation

The Ideal location for the BNTD is a server or communications room. If this is not available, then a similar space can be utilised if it complies with the business nbn™ Equipment Location Requirements Guide.

Your nbn™ supplied equipment will either be wall or rack-mounted. The nbn™ field technician will confirm the optimal solution at the time of site survey. This must comply with the relevant standards, including the Building Code of Australia Volumes 1&2 for safety and maintenance purposes.

The BNTD and AC Power Supply Units (PSUs) will be housed within a coated, metallic enclosure that is fixed to a suitable wall or installed in a suitable customer-supplied rack. Minimum space and clearance requirements apply.

Service Level Target.

Our Service Level Target gives you additional peace of mind that your critical business applications are running over a network that comes with a level of up-time and fault resolution timeframes.

Superloop have a target restoration time of up to 4 hours on Probiz Enterprise Ethernet. Superloop will provide you with a designated service up time per calendar month basis. If we do not deliver the service covered under our service level targets, then a schedule of rebates of the monthly access fee may apply.

Service Level Target are measured monthly. The Credit per Outage will be a percentage set out in the table below of the recurring monthly charges that are payable by the customer for the calendar month in which the line outage occurred.

Service:	Service Availability
Description:	Availability of the connection between the customer router/modem and Superloop network
Service Level:	Superloop will aim for a Service availability no less than 99.5%

Service Level Target are measured monthly. The Credit per Outage will be a percentage set out in the table below of the recurring monthly charges that are payable by the customer for the calendar month in which the line outage occurred.

Service Credit	0% ↓	10% ↓	15% ↓	20% ↓
Network Availability	100 - 99.95%	99.94 - 99.5%	99.49 - 99%	Under 99%

Why businesses need Superloop Probiz™.

<p>Enterprise-grade connection</p> <p>Dedicated ethernet fibre to your business premises for fast, reliable and scalable high-performance connectivity.</p>	<p>Network Reliability</p> <p>Up to 99.95% network availability target ensuring reliable performance and more productivity with less downtime.</p>	<p>Ultrafast Speed</p> <p>Symmetrical speeds up to 2Gbps with data prioritization perfect for advanced and critical apps now and into the future.</p>
<p>Traffic Prioritisation</p> <p>Class of Service (CoS) options let you prioritise data traffic for mission-critical apps and business needs.</p>	<p>Corporate Grade Support</p> <p>Fast setup by experts plus dedicated account manager for direct, personalized and premium level support.</p>	<p>Service Level Target</p> <p>4-hour Fault restoration target and 24/7 support on all Probiz plans to get businesses back online fast.</p>

Frequently Asked Questions.

Q. What is \$0 fibre build?

- A. \$0 upfront fibre build cost applies in 90% of locations within the nbn footprint where Enterprise Ethernet is available and a subset of these will involve a charge to progress, in this scenario our sales team will contact you to discuss, and you will have the opportunity to cancel the order without incurring any charges.

Q. Can I get a dedicated 1:1 on Superloop Probiz™?

- A. Yes, you can get a dedicated 1:1 service with a High CoS nbn Enterprise Ethernet providing symmetrical speeds up to 2Gbps.

Q. How long will it take to get connected?

- A. This is subject to availability in your area, the build time required, Service Qualification and site inspection. The typical delivery time is around 6-8 weeks. To understand our installation process, download our Installation Guide or contact our sales team.

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

- A. Superloop Probiz™ offers a wide range of bandwidths starting from 100mbps up to 2Gbps.

Q. What are the contract terms available?

- A. We offer 12, 24 & 36-month contract terms. To check pricing and offerings on our different contracts, please refer to our customer information summary page. Please note your contract length will affect your plan cost, including the fibre build cost & setup fees.

Get in touch

For more information, please contact your Account Manager or our Sales team.

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