PARTNER PROMOTION · Q2 FY27

Terms and Conditions

1 October to 31 December 2026

Growth Credit
$20 to $50 per new service once you're 50 net services above your 1 October base.

FTTP Upgrade Credit
$50 for every nbn FTTN or FTTC service upgraded to full fibre.

How it's paid
Bill credits, once each service has been active for 6 months.

The promotion

1. **Promoter.** This promotion is offered by Telair Pty Ltd ABN 92 119 713 745, trading as Telair Wholesale (**Telair**).
2. **Who is eligible.** The promotion applies automatically to every partner with an active Telair Wholesale agreement during the Promotion Period (**Partner**), including Partners who sign up during the Promotion Period. No registration is needed. By taking part in the promotion, including by accepting any credit, a Partner accepts these terms. A Partner may opt out by notifying Telair in writing. Partners on a financial hardship arrangement with Telair are not eligible.
3. **Promotion Period.** The promotion applies to Eligible Services and FTTP Upgrades ordered through Pulse between 12:00am on 1 October 2026 and 11:59pm on 31 December 2026 (AEST) inclusive (**Promotion Period**), and completed by 11:59pm (AEST) on 28 February 2027. Orders placed in the Promotion Period before these terms were published are included.

Growth Credit

4. **Baseline.** A Partner's Baseline is the number of its Active Services at 11:59pm (AEST) on 30 September 2026. A Partner with no Active Services at that time, including a new Partner, has a Baseline of zero.
5. **Threshold.** A Partner qualifies for the Growth Credit if, at 11:59pm (AEST) on 28 February 2027, its Active Services, excluding any ordered after 31 December 2026, are at least 50 more than its Baseline. The threshold is assessed once, on that date. Services on all Eligible Networks count towards the same total. Services migrated to Telair from another provider count in full, with no cap.
6. **Credit amounts.** If a Partner qualifies, each Eligible Service ordered in the Promotion Period earns a one-off credit based on its speed tier, subject to clauses 9 to 14:

Credit (ex GST)	Eligible speed tiers
$20	25/5, 25/10
$40	50/20, 100/20, 500/50, 750/50, 1000/100, 2000/100, 2000/200
$50	100/40, 250/100, 500/200, 1000/400, 2000/500, including nbn business bundles at these tiers

7. **Eligible tiers and new services.**

   7.1 Speed tiers are subject to availability. A service on a tier not listed in clause 6 earns no credit.

   7.2 Services on Opticomm, Vision and Vostro are credited at the equivalent speed tier in the Telair wholesale price list.

   7.3 A service is new only if its location (the nbn Location ID, or the equivalent location identifier on another Eligible Network) has not been serviced by Telair in the 6 months before the order.

FTTP Upgrade Credit

8. **FTTP Upgrade Credit.** A Partner earns a one-off credit of $50 (ex GST) for each FTTP Upgrade ordered in the Promotion Period, subject to clauses 9 to 14.

   8.1 An FTTP Upgrade is an upgrade of an nbn FTTN or FTTC service to FTTP, ordered through Pulse, at a location nbn Co treats as eligible for its fibre upgrade program, including a service that transfers to Telair as part of the upgrade order.

   8.2 There is no minimum number of FTTP Upgrades.

   8.3 The FTTP Upgrade Credit is in addition to the Growth Credit, and one service can earn both. This includes a service that transfers to Telair as part of the upgrade order, and a service that is upgraded after it is provisioned. An FTTP Upgrade does not itself count towards the threshold in clause 5, but a service that is also an Eligible Service counts towards it as one. A Partner does not need to meet the threshold to earn this credit.

   8.4 This credit applies to nbn services only.

Minimum Service Period and payment

9. **Minimum Service Period.** A service earns a credit only if it stays active with Telair, on the same Partner account and without interruption, for 6 months from the date it is provisioned or, for an FTTP Upgrade, the date the upgrade is completed (**Minimum Service Period**). A service that is disconnected, cancelled or transferred away from Telair before the end of its Minimum Service Period earns no credit.

10. **Plan changes.** If a service changes speed tier during its Minimum Service Period, the credit is calculated on the lower of its tier when provisioned and its tier at the end of the Minimum Service Period.

11. **Payment.** Credits are applied to the Partner's Telair account in the billing cycle after the relevant service completes its Minimum Service Period. For Growth Credits, this is no earlier than the first billing cycle after the threshold is assessed under clause 5. Credits are bill credits only. They are not redeemable for cash and are not transferable.

12. **Account standing.** Telair may hold a credit while a Partner's account is overdue, and apply it once the account is brought up to date. Credits not yet applied lapse if the Partner's wholesale agreement is terminated for breach.

Exclusions and general terms

13. **Exclusions.** The following do not earn a credit or count as new services:
    - **13.1** relocations of an existing service;
    - **13.2** plan or speed changes on an existing service, other than an FTTP Upgrade;
    - **13.3** transfers between a Partner's own accounts, or between related Partners;
    - **13.4** reconnections of a service that was an Active Service at the Baseline date;
    - **13.5** any service already receiving another Telair credit, discount or one-off pricing, other than a credit under this promotion;
    - **13.6** any order that requires a desktop site assessment or equivalent network assessment; and
    - **13.7** services on nbn Connect, or any other arrangement where the Partner buys the access service from Telair but buys backhaul from the POI separately.

14. **Misuse.** Telair may, acting reasonably, withhold or reverse a credit where it believes a service was connected, disconnected, moved or reconnected mainly to gain a credit or meet the threshold, or where a Partner has otherwise acted in bad faith or in breach of its wholesale agreement.

15. **Changes and withdrawal.** Telair may change or end this promotion by notice to Partners. Any change will not reduce a credit for a service, or an FTTP Upgrade, ordered before the notice is given.

16. **Disputes.** A Partner must raise any query about a credit with its Telair Wholesale Account Manager within 60 days of the billing cycle in which the credit was, or should have been, applied. Telair's records of service activity are used to calculate credits, and Telair will share the relevant data with the Partner on request.

17. **General.** All amounts are in Australian dollars and exclude GST. These terms form part of, and are read with, the Partner's Telair wholesale agreement. If they conflict, these terms prevail for this promotion only.

Definitions

Term	Meaning
Active Service	An Eligible Service that is connected, billing and not suspended on the Partner's Telair account.
Eligible Network	nbn, Opticomm, Vision or Vostro.
Eligible Service	A new TC-4 fixed broadband service (Layer 2 or Layer 3) on an Eligible Network, bundled with Telair backhaul from the nbn point of interconnect (POI), or the equivalent on another Eligible Network, and ordered through Pulse, that is new under clause 7.3, including a service transferred to Telair from another provider.
FTTP Upgrade	Has the meaning in clause 8.1.
Minimum Service Period	Has the meaning in clause 9.
Provisioned	The date the service is completed and starts billing on the Partner's Telair account.
Pulse	Telair's wholesale ordering portal.