

## ISDN2 Business Ultimate

### INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Business Ultimate** plan.

It covers things like the length of your contract and how much you need to pay each month.

#### Minimum Term

The minimum contract term is **24 months**.

#### What's Included and Excluded?

All Local calls are included with this plan.

A minimum account spend of \$1,500 per month is required to be eligible for this plan.

### INFORMATION ABOUT PRICING

The minimum monthly charge is **\$64.95**, plus any applicable call charges.

The total minimum amount that you'll pay over the period of your agreement is **\$1,558.80**.

All prices include GST.

#### Early Termination

If you choose to cancel your service or it is disconnected for any reason within the **24 month** contract term you will be charged an early termination fee (ETF) comprised of the minimum monthly charge, multiplied by the months remaining in your contract, plus any remaining hardware fees if applicable.

#### Standard Call Charges

<b>Calls to Local Numbers</b> - FREE
<b>Calls to National Numbers</b> - 7c per minute
<b>Calls to Mobiles</b> - 20c per minute
<b>Calls to 13/1300 Numbers</b> - 45c per call

Timed calls are billed in thirty second increments

#### Calls to International/Premium Numbers

Different rates apply to call International numbers. Calls are charged per minute block. For all International rates, see [www.telair.com.au](http://www.telair.com.au).

190x is the prefix for premium rate services such as recorded information, competition lines, etc. These types of calls often have very high rates which are outside of Telair's control.

You can request calls to International and/or Premium services be barred by contacting us by phone or email. Call barring can take up to two business days to take effect.

Telair accepts no responsibility or liability for excessive International or Premium call charges. It is highly recommended customers make use of our online billing portal to monitor unbilled call charges, and contact us immediately should you wish to enable call barring.

### OTHER INFORMATION

#### Connection Charges

- Existing telephone line without a technician visit: N/A
- Existing telephone line with a technician visit: \$125
- New telephone line with a technician visit: \$356.95
- Additional telephone line, same technician visit: \$302.50

#### Connection Timeframes

Once we've accepted your application, we'll try to connect your business phone service on the date you ask for, however, this might not always be possible.

If there has been a previous working landline service at your property and we can reconnect it without having to visit your property, the local telephone exchange, or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to fifteen working days, depending on your location.

#### Other Charges

**ACT Utilities Tax:** If your telephone line is at an address within the ACT Government area, including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Minimum Monthly Charge. We charge this annually based on the number of services you have in the ACT Government area. **Port-out Fee:** Porting away from Telair incurs a \$115.00 charge per request and may result in an Early Termination Fee if the service is still under contract - note, port out charges do not apply if simply churning to another provider on the same landline infrastructure network. **Early Disconnection Fee:** Regardless of contract term, if a landline is disconnected within three months of connection as a new service, a \$135.30 charge will apply.

#### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### We're here to help

If you have any questions, just call us on **1800 835 247** so we can serve you better or you can visit us at [www.telair.com.au](http://www.telair.com.au) for additional information, including to access information about your usage of the service.

#### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.telair.com.au](http://www.telair.com.au). You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).



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