

On-Net nbn™ 250GB

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **On-Net nbn™ 250GB** plan. It covers things like the length of your contract and how much you need to pay each month.

Minimum Term

The minimum term of the plan is **24 months**.

What's Included and Excluded?

You receive a **250GB** Data Allowance each month, where 1GB = 1,000 MB. Data usage includes uploads and downloads. There are no peak or off peak restrictions on your usage.

If you reach your data allowance within the billing period, you will be charged \$2.50/GB. Data usage resets at the end of every billing period.

Internet Speeds

Starting Speeds: Up to **25Mbps / 5Mbps**
Turbo Speed Boost (add \$5 per month): Up to **25Mbps / 10Mbps**
Jet Speed Boost (add \$15 per month): Up to **50Mbps / 20Mbps**
Sonic Speed Boost (add \$20 per month): Up to **100Mbps / 40Mbps**

Speed quoted are maximum theoretical speeds. Actual speeds you will receive will vary due to a number of factors such as your equipment, software, and internet traffic.

NBN FTTN speeds above 25/5Mbps and Fixed Wireless may vary further due to the underlying technology in use.

INFORMATION ABOUT PRICING

Your minimum monthly charge is **\$74.95 (plus speed boost pack if applicable)**. The minimum amount you'll pay is **\$1,798.80** over 24 months. If you take a speed boost pack, the minimum amount you'll pay will be higher. The cost per GB is **\$0.2998**, but may be lower with a speed boost pack. Pricing includes GST.

Early Termination

If you choose to cancel your service or it is disconnected for any reason within the contract term, you will be charged an Early Termination Fee (ETF) comprised of your minimum monthly charge, multiplied by the months remaining in your contract.

Connection Charge

24 Month Term: **\$0**

Telair will arrange a minimum of two appointments which are needed to connect your service to the NBN Network. A Standard installation of the NBN equipment is included, however if your installation is non-standard, NBN or Telair will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

The first NBN connection at a new development may be subject to a government issued \$300 New Development Charge.

OTHER INFORMATION

Availability

nbn™ Broadband is not available everywhere, you must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from Telair as yet.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN equipment, including where it is installed within your home.

Equipment

Telair can supply hardware which is certified for use on the nbn™ network. Please contact us for a quote.

You may choose to supply your own equipment, however, you will be responsible for the configuration and implementation of the device. Telair will support the device ongoing on a "best effort" basis.

Service and Plan Changes

Once you connect an NBN service, you won't be able to move your service back to the existing copper network as the copper network will be decommissioned in the short to medium future.

You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term. Plan changes can only occur once a month, and are \$15 each.

You must provide 30 days' written notice to us to disconnect a service.

Billing

We will bill you in advance for the minimum monthly charge. If Excess Data charges apply, these will be billed in arrears. 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. You can also visit us at <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 <http://www.telair.com.au>.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au>.