CRITICAL INFORMATION SUMMARY
Business SIP *Unlimited Plans*

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Business SIP provides your business with office phone services, hosted in the Cloud and delivered via a broadband internet connection.

MINIMUM TERM

The minimum term of this plan is **12 months**, however a discount is provided if you elect to take this plan on a 24 Month contract term or higher.

MINIMUM SUPPORT REQUIREMENTS

Your solution will be fully supported from end to end only if the service is accessed with handsets or soft-phone clients supplied and configured by us, using a broadband ADSL2+, **nbn**™ or other internet service supplied by Telair to our specifications.

BUNDLE REQUIREMENTS

There are no bundle requirements with this plan.

MINIMUM ACCESS REQUIREMENTS

In order to access the Service, you will need an internet connection with a minimum of 100/100Kbps of available bandwidth per simultaneous call, with no packet loss, and a ping of less than 150 ms. You will also need an IP enabled handset or soft-phone client, and may need extra hardware depending on your requirements e.g. router and switches.

OTHER REQUIREMENTS

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN.

INFORMATION ABOUT PRICING

CALLS & OTHER CHARGES	COST
Monthly Access Fee (includes 1 concurrent call per line/channel)	• 12 Months: $69 per month • 24 Months: $59 per month • 36 Months: $49 per month *Pricing is per channel, with services sold in blocks of 1 x channel.*
Minimum Cost over Term	12 Months: $978 | 24 Months: $1416 | 36 Months: $1764
Additional Direct Indials (DID)	$1.50 per month per 1 x DID $44 per month per 100 x DID Range
Calls to IP Voice Multi-Line numbers (on the same account)	Included
Calls to Local & National Numbers	Included
Calls to Australian Mobile Numbers	Included
Calls to 13/1300 Numbers	$0.33 per call
Calls to International Destinations and Premium Services	Not Included: Contact us for rates
Setup Fee	12 Months: $150 | 24 Months or higher: $0
Number Porting - Optional	12 Months: POA | 24 Months or higher: $0

PRICING

All pricing in this document includes GST.

EARLY TERMINATION

If you cancel your service or it is disconnected within the minimum contract term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.

PROMOTIONS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

PORTING

If you wish to transfer any existing telephone numbers to Telair from your current provider, a port request will be required, charged in accordance with the above pricing table. Port resubmission, rejection and withdrawal charges are POA regardless of minimum term.

CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers not listed above. Calls are charged per minute block. For these international call rates, please contact Telair.

Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee, these charges are also outside of our control as they are set by the content provider.

Committed to delivering what we promise

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OTHER INFORMATION

CONNECTION TIMEFRAMES

Due to the complexity with this product and the steps involved with setting up and configuring the system and various devices, the minimum connection timeframe is usually between 5 and 20 business days from the date we accept your application. In some cases, however, this can be sooner.

Porting single numbers is usually a 4 to 6 week turn around (or 4 to 8 weeks for complex ports), however, these are requested once the application form is accepted and this is in tandem with the setup, configuration and rollout of any systems and hardware.

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. Bills will be emailed as part of our commitment to protecting the environment.

WE'RE HERE TO HELP

If you have any questions, just call us on 1800 835 247 or visit our support centre at https://support.telair.com.au so we can serve you better. You can also visit us at www.telair.com.au for additional information, including to access information about service usage.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website at 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.
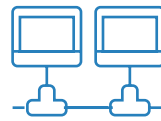
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