CRITICAL INFORMATION SUMMARY
ConnectYou SIP *PAYG - 24 Months*

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

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

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.

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.

MINIMUM TERM

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

PLAN & SERVICE LIMITATIONS

You may use a maximum of 1 handsets or soft-phone clients per line on this plan. E.g, 2 Lines supports 2 handsets or soft-phone clients. If you require more than the maximum allowed number of handsets or soft-phone clients, you will need to add more lines to your service. Fair Use Policy Applies.

RECOMMENDED HARDWARE & SOFTWARE

Telair offers a range of Yealink, Cisco/Linksys and Polycom IP Phones at highly competitive pricing, however, we recommend Yealink devices due to their ease of use and stylish looks. Customers can elect to pay up-front, or amortise the up-front costs with a finance agreement (approved applicants only).

The Telair UCme Unified Communications App is also great for those who wish to de-clutter their work space and seamlessly take SIP Voice calls on the go.

Visit https://www.telair.com.au/ucme-softphone for more information about Telair's UCme softphone.

INFORMATION ABOUT PRICING

CALLS	COST
Calls to SIP Voice numbers (on the same account)	Not Included - Refer to Local or National Calls below
Calls to Local Numbers (charged in 30 second increments)	8c per minute (cost of a 2 minute call: 16c)
Calls to National Numbers (charged in 30 second increments)	8c per minute (cost of a 2 minute call: 16c)
Calls to Australian Mobile Numbers (charged in 30 second increments)	18c per minute (cost of a 2 minute call: 36c)
Calls to 13/1300 Numbers	33c per call

OTHER CHARGES	COST
SIP Voice Line Fee (includes 1 concurrent call per line)	$10 per month, per line
Setup Fee	$150
Professional Installation - Optional (incl. Site Audit + Callout Fee)	From $295 (POA)
Number Porting - Optional	Single Number: $95. Multiple Numbers: From $175 (POA)
Total minimum amount payable over 24 months (based on 1 line)	$240 + $150 Setup

PRICING

All pricing in this document includes GST.

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INFORMATION ABOUT PRICING (cont...)

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.

PORTING & CONFIGURATION

If you wish to transfer any existing telephone numbers to Telair from your current provider, a port request will be required. Port charges are priced on application.

The system will be provisioned at Telair's offices prior to installation. Once the system is provisioned any purchased hardware will be delivered and the solution will be installed by a Telair representative if you have chosen this option, or by your own resources.

We highly recommend undertaking a $199 Pre-Site Assessment so we can determine your requirements and suitability for the service. If you choose not to take up this service, you agree to take on this service at your own risk, and understand that unsuitable Internet connections will cause the service to perform below acceptable levels.

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.

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 and in arrears for calls (if applicable). 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 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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Committed to delivering what we promise