

# CRITICAL INFORMATION SUMMARY

## DSL & Landline Bundles *January 2018*

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Telair Business Grade DSL & Landline Bundle plans provide your business with an internet connection delivered over Telair's national DSL network, along with a traditional Landline.

#### WHAT'S INCLUDED AND EXCLUDED

Your Telair plan includes:

- 1 x Static IP Address
- A monthly data allowance as listed below - downloads & uploads are counted towards the monthly data allowance, usage resets at the end of each billing period
- 1 x ADSL2+ compatible Wifi Modem

If you reach your monthly data allowance, your service will either be shaped to 256kbps or charged excess usage of \$5.50 per excess GB or part thereof until the end of the billing period in which you have exceeded your data allowance.

You can check your usage online at [www.telair.com.au](http://www.telair.com.au).

#### MINIMUM TERM

The minimum term available on these plans is **12 months**.

#### PLAN LIMITATIONS & AVAILABILITY

These plans are only available to ABN Holders, and when bundled with a traditional Telair PSTN (Landline) service, located in a Zone 1 exchange. These plans are not available with stand-alone Landline or DSL connections or any other product. These plans will bill at their full stand-alone rates, and a discount will apply in the form of a Bundle Credit for the duration both services remain on their respective and valid bundle plans.

Should one of the bundled service components (i.e. the Landline or DSL) leave Telair, move to an invalid plan, or be disconnected for any reason, Telair will no longer apply the Bundle Credit and pricing for the remaining service will revert to the equivalent non-bundled rates, in addition to any Early Termination Fees as outlined below.

### INFORMATION ABOUT PRICING

Plan	Monthly Fee	Data Allowance	Install Fee & Modem	Call Rates
Business Specialist Bundled	\$89.95 (\$50 DSL + \$39.95 Landline) <i>Minimum cost: \$1079.40</i>	50GB <i>Cost per GB: \$1.00</i>	\$0 Install & Modem Included  \$0 Install applies to DSL only. See below for Landline installation charges.	<b>Calls to...</b> <ul style="list-style-type: none"> <li>• Local numbers: 25¢/call</li> <li>• National numbers: 25¢/minute</li> <li>• Australian Mobiles: 50¢/minute</li> <li>• 13/1300 numbers: 45¢/call</li> </ul> <i>Timed calls are billed in sixty second increments.</i>  <i>The cost of a two minute timed call to:</i> <ul style="list-style-type: none"> <li>• National numbers: 50¢</li> <li>• Australian Mobiles: \$1.00</li> </ul>
Business Professional Bundled	\$94.95 (\$55 DSL + \$39.95 Landline) <i>Minimum cost: \$1139.40</i>	100GB <i>Cost per GB: \$0.55</i>		
Business Executive Bundled	\$99.95 (\$60 DSL + \$39.95 Landline) <i>Minimum cost: \$1199.40</i>	250GB <i>Cost per GB: \$0.24</i>		
Business Elite Bundled	\$104.95 (\$65 DSL + \$39.95 Landline) <i>2Minimum cost: \$1259.40</i>	500GB <i>Cost per GB: \$0.13</i>		
Business Unlimited Bundled	\$109.95 (\$70 DSL + \$39.95 Landline) <i>Minimum cost: \$1319.40</i>	Unlimited <i>Cost per GB: N/A</i>		

#### 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 commitment, multiplied by the months remaining in your contract. You must provide 30 days' written notice to us to disconnect a service.

#### PRICING INFORMATION

All pricing includes GST.

#### DSL/NEW LINE INSTALLATION & RELOCATION FEES

- Existing telephone line "Fast Churn": \$0
- Existing telephone line without a technician visit: \$59
- Existing telephone line with a technician visit: \$125
- New telephone line with a technician visit: \$299
- Additional telephone line, same technician visit: \$179
- Existing DSL "Fast Churn" & New DSL Connections: \$0
- Relocation of Telair DSL Service: \$150

DSL Relocation Fees are on top of any telephone line connection fees, if applicable. Telephone line connection fees apply per premises.

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### INFORMATION ABOUT PRICING (cont...)

#### 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.

#### 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 TIMEFRAMES

Once we've accepted your application, we'll try to connect your business DSL & Landline 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 landline service within five to fifteen working days, depending on your location.

Once your landline is connected, a new DSL service will take 3 to 5 additional working days to connect. If transferring an existing landline and DSL service, this should only take 3 to 10 business days to transfer.

#### EQUIPMENT

You may bring your own modem/router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the device. If you need a more advanced modem/router, ask Telair for details and pricing.

#### SERVICE SPEEDS

Actual speeds you will receive will vary due to a number of factors, such as your distance from the exchange, the network connecting the exchange, your software and equipment (such as Wifi modems or network extenders etc) and Internet traffic. For more information on broadband technologies and the factors that can influence the performance of your broadband service, please visit <https://www.commsalliance.com.au/BEP>.

#### 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 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).

### Talk to us about...



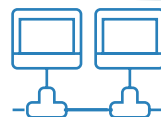
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT