

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Telair nbn™ provides your business with an internet connection, delivered over nbn co's network.

DATA USAGE

Your plan includes Unlimited data. This means there are no excess usage fees and your service will not be shaped.

MINIMUM TERM

The minimum terms available on this plan are **1, 12, 24, & 36 months**.

INFORMATION ABOUT PRICING

nbn™ Speed Tier	Monthly Fee	Included Data	Setup Fee	Included Router	Typical Busy Period Speed
n50/20	\$89.00 <i>Min. cost over term (months) 1: \$188, 12: \$1,117, 24: \$2,136, 36: \$3,204</i>	Unlimited	Basic Setup* 1 Month: \$99 12 Months: \$49 24 & 36 Months: \$0 *Basic setup provided to MDF in the case of FTTN/FTTC/FTTB. Additional work POA.	1, 12 & 24 Months: N/A 36 Months: TP-Link VR1600 [#] #The free router may not be suitable for the n500 and n1000 speed tiers. We recommend purchasing a higher-performance router to make full use of the faster speed tiers.	46Mbps
n100/40	\$119.00 <i>Min. cost over term (months) 1: \$218, 12: \$1,477, 24: \$2,856, 36: \$4,284</i>				92Mbps
n250/25	\$149.00 <i>Min. cost over term (months) 1: \$248, 12: \$1,837, 24: \$3,576, 36: \$5,364</i>				215Mbps
n250/100	\$249.00 <i>Min. cost over term (months) 1: \$348, 12: \$3,037, 24: \$5,976, 36: \$8,964</i>				215Mbps
n500/200	\$349.00 <i>Min. cost over term (months) 1: \$428, 12: \$4,237, 24: \$7,896, 36: \$11,844</i>				400Mbps
n1000/50	\$199.00 <i>Min. cost over term (months) 1: \$298, 12: \$2,437, 24: \$4,776, 36: \$7,164</i>				800Mbps
n1000/400	\$449.00 <i>Min. cost over term (months) 1: \$548, 12: \$5,437, 24: \$10,776, 36: \$16,164</i>				800Mbps

Plan	Monthly Fee	Call Rates	SIP Line Terms
Unlimited Business SIP Line Addon (1 x Channel)	Add \$20/month to nbn™ monthly fee.	Included Calls: Local, National, and calls to Australian Mobiles. Excluded Calls: Calls to 13/1300 Numbers: 33c per call All International & Premium Calls	Unlimited Business SIP Line Terms: Excluded calls are charged on top of the Monthly Fee. \$20 Unlimited Business SIP Line is only available when bundled with a Business nbn™ plan listed above. Fair Use Policy Applies. High Volume Telemarketing is prohibited on this service. For other Business SIP terms, please refer to Business SIP Critical Information Summary at www.telair.com.au/business-sip/ .

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.

RELOCATION FEES

Services relocating while in contract will be charged \$150 each and require re-contracting at the new premises at the same minimum term length. Subsequent Install Fee and New Development Surcharge may also apply at new premises. If the service is not available at the new location, a full ETF will apply.

WHAT'S INCLUDED AND EXCLUDED

Your Telair nbn™ plan includes:

- 1 x Static IP Address
- An unlimited monthly data allowance
- 1 x TP-Link VR1600 (36 month term only)

AVAILABILITY

Telair Business nbn™ is only available to ABN holders residing at premises located in live nbn™ areas, specifically for business use only (including for staff working from home).

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. You may upgrade your speed tier once per month. You cannot downgrade your speed tier or plan while within contract term. Each plan change attracts a \$49 administration charge. You must provide 30 days' written notice to us to disconnect a service.

PRICING

All pricing in this document includes GST.

INFORMATION ABOUT PRICING (cont...)

SUBSEQUENT INSTALLATION FEE

A Subsequent Installation Fee of \$299 may also be charged by nbn co in the event sufficient infrastructure is not available or the service is being delivered along-side an existing active nbn connection at the same location. This fee is passed through at cost and is not included in any minimum term discounts or waivers.

NEW DEVELOPMENT SURCHARGE

In April 2016, the federal government announced a New Developments surcharge of \$300 which applies to the first nbn connection at certain premises. This surcharge is passed through at cost and is not included in any minimum term discounts or waivers.

ENHANCED SERVICE LEVEL COMMITMENTS

Enhanced Service Level Commitments are available to purchase for an additional monthly fee.

- Enhanced-12: \$25/month - 12 Business Hour fault restoration*
- Enhanced-8: \$50/month - 8 Business Hour fault restoration*

**Metro areas only. 22 (Enhanced-8) or 26 (Enhanced-12) business hours for Regional areas and 26 (Enhanced-8) or 40 (Enhanced-12) business hours for Remote areas if site visit required. Metro, Regional and Remote areas are defined in accordance with the Telair Corporate Service Level Document. Commitment is an estimated restoration window, is not guaranteed and does not include a rebate.*

USAGE & PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing. Fair Use and Acceptable Use Policies apply which can be found on our website.

OTHER INFORMATION

CONNECTION TIMEFRAMES

Typical installations take between 1 day and 4 weeks to complete. Timeframes can depend on building management approval, site access and nbn technology type.

EQUIPMENT

You may use 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 router. Ask us for information on approved routers for purchase.

SERVICE SPEEDS

Any speeds mentioned are only an indication of what you may experience on your service. Your speed will be affected by factors including the technology over which services are delivered to your premises, network configuration and traffic management (particularly during peak periods when more people are online), the nbn™ powered plan you choose, the performance of your modem, Wi-Fi, cabling, and other devices in your premises.

You will experience download speeds below the theoretical maximum of your chosen Speed Tier. Your speed will be particularly affected even further during peak usage times (10am to 3pm). Refer to the Key Facts Sheet: nbn Broadband document for more information relating to speeds on the nbn™ network.

For FTTN/FTTB/FTTC services, actual speeds (and faster speed tier eligibility) will be confirmed following service activation. Speeds may be further impacted during co-existence period.

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 to your nominated billing contact 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 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 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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