

# CRITICAL INFORMATION SUMMARY

## NBN Enterprise Ethernet *Low CoS* (Off-Net CBD Metro)

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

NBN Enterprise Ethernet (EE) is a carrier grade Fibre Ethernet service, delivered from an NBN Co Fibre Access Node (FAN) directly to the premises.

#### WHAT'S INCLUDED AND EXCLUDED

Your NBN EE Low CoS plan comes with your chosen speed below, and also includes:

- Low Class of Service
- 1 x Static IP Address
- Unlimited Internet Usage
- Symmetrical Speeds
- No Excess Usage Charges
- 99.95% Uptime Commitment
- Premium-12 Assurance Option

#### MINIMUM TERM

The minimum term of this plan is **36 months**.

### INFORMATION ABOUT PRICING

Speed (Mbps):	100	250	300	400	500	600	700	800	900	1000
Monthly Fee	\$399	\$499	\$869	\$959	\$999	\$1019	\$1049	\$1079	\$1109	\$1129
Total minimum cost over 36 month term	\$14,364	\$17,964	\$31,284	\$34,524	\$36,324	\$35,964	\$37,764	\$38,844	\$39,924	\$40,644

#### 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

Pricing herein excludes GST and is based on Off-Net CBD Metro Zone. Other Zones are POA.

#### RELOCATION & SERVICE CHANGE FEES

- Relocations of NBN EE Services are POA.
- Service changes (excluding bandwidth and/or premium assurance option upgrades) attract a charge of \$350.
- Service changes requiring labour and materials are POA.

#### COMMITTED VS EXCESS INFORMATION RATE

Committed Information Rate (CIR) traffic will be carried through the Enterprise Ethernet Network within specified performance guarantees that define the performance attributes for the ordered Class of Service.

Excess Information Rate (EIR) traffic will be carried through the Enterprise Ethernet Network on a best effort basis.

#### SERVICE CLASS EXPLAINED

##### Low CoS (100% EIR):

Speeds include best effort contention and are not guaranteed. This is best for Web Browsing, File Transfer, E-Commerce and E-mail.

Speeds can be affected by factors such as, but not limited to; network utilisation and congestion, your equipment, the remote party you're accessing, and fibre transmission overheads.

#### CONNECTION CHARGES

There is no setup fee for this service if the connection is scheduled for installation during business hours, is taken on a 36 month contract, and if no other works need to be performed before installation can take place. Should you require installation outside of standard business hours, we will provide a quote. \$0 Fibre installation is subject to a fibre qualification check.

#### PREMIUM ASSURANCE COMMITMENTS

NBN EE includes the following Premium Assurance Option:

- Premium-12: 12 Business Hour fault restoration\*

*\*Metro areas only. 26 business hours for Regional areas and 40 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.*

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### ORDER WITHDRAWAL FEES

If you withdraw your order prior to the associated service completion advice being issued by Telair, the following order withdrawal fees will apply:

- If Telair hasn't yet accepted the order = \$0
- If NBN Co accepted the order but did not undertake any build activities as a precursor to offering and supplying the withdrawn service = ETF x 40%
- If NBN Co accepted the order and undertook any build activities as a precursor to offering and supplying the withdrawn service = ETF x 85%
- If the physical build is complete and Telair receives service completion advice from the carrier = Full Early Termination Fee (ETF)

### OTHER INFORMATION

#### AVAILABILITY

Telair NBN EE is only available to ABN holders located at fully qualified premises **within** the NBN Co national network footprint, with connectivity to an NBN Co Fibre Access Node (FAN).

#### BUILD CHARGES

Your order will not be subject to any additional build charges should your premises be classified as Category A by NBN Co. Premises classified as any other Service Class or Category, however, may be subject to additional build charges and a quote will be provided before commencement of any installation activities.

#### CONNECTION TIMEFRAMES

Typical installations take between 6 and 8 weeks to complete. Timeframes can depend on building management approval and site access. Where commercial works or additional build works are required, the installation may take longer. We will provide an estimated time of completion once the service is qualified and ordered.

### EQUIPMENT & INSTALLATION

You may use your own router provided it is compatible with our service. Ask us for information on approved routers. Alternatively, you may purchase your router from us.

Telair, via NBN Co, will provide a Network Terminating Device (NTD) used to facilitate connection to the network. This NTD is owned by NBN Co and must be returned to Telair or NBN Co on termination of the service. An incorrect callout fee may also be charged in the event a Telair or NBN Co installer attends your site for installation of the NTD but the site is not ready for installation on the day we schedule with you.

Please note: The supplied NTD has a maximum aggregated throughput of 1000Mbps/1000Mbps, which may affect the ability of multiple ordered products supplied using the same NTD to achieve maximum throughput simultaneously.

### 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.

### 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).

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