

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Telair **Opticomm Internet** provides your business with an internet connection, delivered over Opticomm'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**.

WHAT'S INCLUDED AND EXCLUDED

Your Telair **Opticomm Internet** plan includes:

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

AVAILABILITY

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

INFORMATION ABOUT PRICING

Opticomm Speed Tier	Monthly Fee	Included Data	Setup Fee	Included Router	Typical Busy Period Speed
50/20	\$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	1, 12 & 24 Months: N/A 36 Months: TP-Link VR1600# #The free router may not be suitable for the 500 and 1000 speed tiers. We recommend purchasing a higher performance router to make full use of the faster speed tiers.	50Mbps
100/40	\$119.00 <i>Min. cost over term (months) 1: \$218, 12: \$1,477, 24: \$2,856, 36: \$4,284</i>				100Mbps
250/25	\$149.00 <i>Min. cost over term (months) 1: \$248, 12: \$1,837, 24: \$3,576, 36: \$5,364</i>				250Mbps
250/100	\$249.00 <i>Min. cost over term (months) 1: \$348, 12: \$3,037, 24: \$5,976, 36: \$8,964</i>				250Mbps
500/200	\$349.00 <i>Min. cost over term (months) 1: \$428, 12: \$4,237, 24: \$7,896, 36: \$11,844</i>				400Mbps
1000/400	\$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 Opticomm Internet 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. New Development Surcharge may also apply at new premises. If the service is not available at the new location, a full ETF will apply.

SERVICE AND PLAN CHANGES

Once you connect an **Opticomm** 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...)

OPTICOMM DEPLOYMENT FEE

OptiComm may charge a fee (payable directly to OptiComm before you commence signup with us) for deploying network infrastructure to certain premises requiring a new connection (including, but not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address), which is determined on a case-by-case basis.

NEW DEVELOPMENT SURCHARGE

This charge may apply if your premises is identified by Opticomm as being within the site boundary of a new development (including, but not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address).

ENHANCED SERVICE LEVEL COMMITMENTS

Enhanced Service Level Commitments are available to purchase for an additional monthly fee. Please contact us for a quote.

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

Once we've accepted your application, we'll try to connect your service on the date you ask for, however, this might not always be possible. Due to the complex nature of this service, we will aim to connect your service within two to five working days.

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

The speed tier on which your service is configured indicates the maximum possible speed (Mbps) you can receive off-peak. Any typical busy period speeds mentioned indicate speeds you can expect during busy periods (7pm-11pm). They are not guaranteed minimum speeds.

Actual speeds may vary due to a number of factors such as, but not limited to, the destination of the host computer or server you are accessing, the global Internet links between us and Internet destinations, the network that connects from your location to other parts of the country, the performance of your office network, your equipment and software on your computer. Transmission overheads and network congestion may also impact speeds during peak usage times.

Some speed tiers may be unavailable for configuration at certain locations. We will confirm availability prior to connection.

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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