

CRITICAL INFORMATION SUMMARY

Business SIP *Unlimited Plans*

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

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

MINIMUM TERM

This service is available on your choice of a **12-Month, 24-Month or 36-Month** term.

MINIMUM SUPPORT REQUIREMENTS

Your solution will be fully supported from end to end only if the service is accessed with equipment supplied and configured by us, using business-grade internet service supplied by Telair to our specifications.

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 phone system with compatible handsets or soft-phone clients, and may need extra hardware depending on your requirements e.g. router and switches.

OTHER REQUIREMENTS

This plan is only available to holders of a current and valid ABN.

INFORMATION ABOUT PRICING

CALLS & OTHER CHARGES	COST
Monthly Access Fee (includes 1 concurrent call per line/channel)	12 Months: \$69 per channel 24 Months: \$59 per channel 36 Months: \$49 per channel
Minimum Cost over Term	12 Months: \$978 24 Months: \$1416 36 Months: \$1764
Direct Indial (DID) Phone Numbers	\$1.50 per month per 1 x DID \$44 per month per 100 x DID Range
Calls to Standard Australian Local, National and Mobile Numbers	Included
Calls to 13/1300 Numbers	\$0.33 per call
Setup Fee	\$150 <i>(Waived on 24+ Month term)</i>
Complex Number Porting (Optional)	\$250 per attempt <i>(First attempt waived on 24+ Month term)</i>

PRICING

All pricing in this document includes GST.

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.

CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For these international call rates to specific destinations, 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.

PROMOTIONS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

PORTING

If you wish to transfer any existing telephone numbers to Telair from your current provider, a port request will be required. The charge listed in the above table applies per attempted complex port request, regardless of whether or not the attempt is successful or blocked by your losing carrier; note that this charge is waived for the first attempt where the underlying service is taken on a term of at least 24 months. No charges apply for simple number porting (i.e. for single numbers not associated with any other numbers and where no complex configuration has been applied by the losing carrier).

Additionally, emergency returns, reversals or otherwise rescheduling a porting request for any reason will incur a \$600 surcharge, billed per request.

Committed to delivering what we promise

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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.

EQUIPMENT

You may use your own phone system, handsets and softphones provided it is compatible with our service; however this means that you will be responsible for the configuration and management of these devices. Alternatively, ask us for information on pre-configured equipment for purchase.

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 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.

Talk to us about...



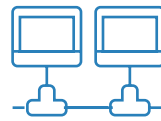
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT

Committed to delivering what we promise