

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Here's a quick summary of all the important bits about your FAST Fibre1000 plan. It covers things like the length of your contract and how much you need to pay each month.

SERVICE INCLUSIONS

- Aggregated 1000/1000Mbps symmetrical fibre connection
- Minimum of 1 VLAN connecting internet with up to a maximum of 3 additional VLANs per service
- Unlimited Internet usage (Primary VLAN only)
- No excess usage or bandwidth shaping
- 99.95% uptime guarantee SLA

INFORMATION ABOUT PRICING

The monthly charge depends on the contract length you choose. All pricing excludes GST and is based on a single internet access VLAN. Additional VLANs are POA.

Install Fee	Minimum Monthly Charge		
	24 Months	36 Months	48 Months
\$0	\$1199 Minimum cost over term: \$28,776	\$749 Minimum cost over term: \$26,964	\$749 Minimum cost over term: \$35,952
\$1999	\$899 Minimum cost over term: \$23,575	N/A	N/A

All pricing contained herein is GST exclusive and does not factor in promotional discounts we may offer from time to time.

OTHER INFORMATION

CONNECTION TIMEFRAMES

Typical installations take 6 to 8 weeks to complete. Timeframes can depend on building management approval and site access.

ETHERNET SPEEDS

Actual speeds you will receive will vary due to a number of factors such as your the network connecting the exchange, your equipment, software and internet traffic. Transmission overheads will also slightly reduce the speeds you will receive. Whilst we classify these speeds as being guaranteed, the above factors must be considered.

The 1000Mbps speeds can be aggregated between up to four VLANs; charges apply per additional VLAN (POA). E.g. one VLAN can be allocated 200Mbps, a second can be allocated 100Mbps, and a third can be allocated at 700Mbps totalling 1000Mbps. By default, all bandwidth is allocated to the Primary VLAN for this plan, Off-Net Internet. Contact us for options on other VLANs.

EQUIPMENT

You will need to use a separate router to ensure the service is used with maximum efficiency. Contact us for recommendations and pricing options, or buy through your preferred supplier.

MINIMUM TERM

The minimum term is either 24, 36 or 48 months.

AVAILABILITY

FAST Fibre1000 is only available to valid ABN holders located at a fully qualified address.

SERVICE EXCLUSIONS

- May not be resold and is for private, single End Customer business use only
- May not be used for connection between Data Centres
- Provisioned at the ordered bandwidth and cannot burst

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

ORDER WITHDRAWAL & RELOCATION FEES

Order withdrawal fees apply per the terms and conditions of your service, up to the full monthly fees multiplied by the months remaining.

Relocation Fees relate to how we handle ETFs on a service cancelled as a result of a relocation:

- Relocation within the same building or a new building on the same access network are POA
- Relocation to a new building on a different access network are not supported and attract full ETFs

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 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. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



SD-WAN



Private Networks



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