

# CRITICAL INFORMATION SUMMARY

## 5G Business Fixed Wireless *Internet*

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

5G Business Fixed Wireless is a stand-alone high speed public internet connection capable of speeds up to 250Mbps, delivered using the AAPT Mobile Network and fixed wireless AAPT Equipment.

#### AVAILABILITY

5G Business Fixed Wireless is only available in limited areas. Services must be qualified by Telair before an order can proceed.

You must notify us of any heritage planning controls, overlays, plans or restrictions that apply to the Premises as part of the ordering process, as this may also affect the availability of the service to your address.

#### MINIMUM TERM

The minimum terms available are **1, 12, 24 and 36 months**. The associated costs for the service will be affected by the minimum monthly term you choose as outlined in the table below.

#### WHAT'S INCLUDED AND EXCLUDED

Your plan includes:

- **5G Mobile Broadband Service (for data usage only)**
- **Unlimited Internet Usage**
- **Fixed Wireless Gateway**
- **99.5% Uptime Commitment**
- **Fault Restoration Target: Next Business Day**

Static IP Addresses are not supported on this service.

### INFORMATION ABOUT PRICING

Minimum Term	1 Month	12 Months	24 Months	36 Months
Monthly Recurring Cost	\$229 <sup>+GST</sup>	\$269 <sup>+GST</sup>	\$189 <sup>+GST</sup>	\$149 <sup>+GST</sup>
Outright Gateway Cost	\$995 <sup>+GST</sup>	\$0	\$0	\$0
Setup Fee (Self-Installed)	\$0 Total cost over term: \$1,224	\$0 Total cost over term: \$3,228	\$0 Total cost over term: \$4,536	\$0 Total cost over term: \$5,364
Setup Fee (Professional Install - Indoor)	\$399 <sup>+GST</sup> Total cost over term: \$1,623	\$299 <sup>+GST</sup> Total cost over term: \$3,527	\$149 <sup>+GST</sup> Total cost over term: \$4,685	\$0 Total cost over term: \$5,364
Setup Fee (Professional Install - Outdoor)	\$999 <sup>+GST</sup> Total cost over term: \$2,223	\$499 <sup>+GST</sup> Total cost over term: \$3,727	\$199 <sup>+GST</sup> Total cost over term: \$4,735	\$0 Total cost over term: \$5,364

#### PRICING & PROMOTION INFORMATION

All pricing on this Critical Information Summary is listed exclusive of GST unless otherwise noted, and does not factor in any promotional offers or discounts.

#### SETUP FEE

You may choose to self-install the service at no additional cost, or select either Indoor or Outdoor Professional Installation, which may incur an additional outright cost as outlined in the table above, depending on the minimum term you select.

The listed Setup Fees for Professional Installation include standard setup within Business Hours (9AM - 5PM, Mon to Fri, excluding public holidays). Complex, non-standard or otherwise custom setup is POA.

#### EARLY TERMINATION

If your service 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.

#### RELOCATION & WITHDRAWAL FEES

- Relocations while in contract will incur a relocation fee which varies depending on the Installation Option you select at the new site, plus any complex, non-standard or otherwise custom setup charges as applicable to the new site:
  - Self-Installation: \$0
  - Professional Installation - Indoor: \$399 + GST
  - Professional Installation - Outdoor: \$999 + GST
- The service will be recontracted at the new site at the same minimum term length.
- Please note: Relocation of your service is subject to the standard Availability terms listed on this Critical Information Summary. If you relocate and the service is not available at your new address, Early Termination Fees may apply in-line with your agreement.
- Services withdrawn before order completion but after order acceptance will incur a service withdrawal charge to be quoted at time of withdrawal. This may be the full Early Termination Fee, depending on how far the order has progressed.
- If any equipment installed is required to be removed by Law, or by the request of any person with authority to request such removal (including any occupier, End User, landlord, building manager, body corporate or strata manager), then we may charge you the reasonable costs of removing such equipment in addition to any applicable withdrawal charges as outlined above.

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### OTHER INFORMATION

#### SITE ACCESS & BUILDING MANAGEMENT APPROVAL

Should you select a Professional Installation option, we will provide you with an installation briefing describing the location of the proposed installation of the Fixed Wireless Gateway, which you may use to request any permissions and approvals for, or to confirm the legal compliance of, the proposed installation of the Fixed Wireless Gateway. If building management approval is required, installation may be delayed.

#### CONNECTION TIMEFRAMES

Typical installations take 7 business days to complete. Timeframes can depend on the installation option selected, building management approval and site access.

#### FAULTS

We may charge an Incorrect Callout Fee or Fee for Service where a fault is lodged and: i) we or a supplier visit your premises and find no fault with the service. ii) we or a supplier visit your premises and a fault is deemed to be with your own network or equipment. iii) the technician cannot physically access your premises at the arranged time.

#### EQUIPMENT

We will provide the equipment required to connect the service to your premises. This will include a Fixed Wireless Gateway to facilitate handoff from the Fixed Wireless network via Ethernet port.

You will need your own router with an available Ethernet WAN port to connect your own internal network to the equipment we provide.

Telair can provide compatible routers at competitive rates, contact us for a quote.

#### SERVICE SPEEDS

Business Wireless Ethernet plans are capable of achieving speeds up to 250Mbps, however this is delivered on a best-effort basis only. Speeds can be affected, within reason, by many factors such as, but not limited to: network utilisation and availability; your equipment; software and internet traffic; local conditions, including environmental factors; or any obstructions between the Fixed Wireless Gateway and the cell tower.

#### ACCEPTABLE USAGE

In addition to the standard terms outlined in our Acceptable Usage policy available on our website, this service may not be used for the following purposes:

- As backhaul, uplink or an aggregation link; for example, connecting multiple sites, for public or community WiFi infrastructure, or for multiple residential broadband services, such as within an apartment building or any other type of multi-dwelling unit;
- To carry applications which generate constant network traffic including permanently streaming Closed Circuit Television Cameras (CCTV) devices.

#### 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).

### Talk to us about...



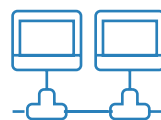
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT