

### INFORMATION ABOUT THE SERVICE

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

#### MINIMUM TERM

These plans are available on **1-month** and **36-month** minimum term contract options.

#### AVAILABILITY

ACG Business Fibre is only available to valid ABN holders located at a fully qualified address.

#### WHAT'S INCLUDED AND EXCLUDED?

Your Internet service includes:

- 1 x Static IP Address
- Unlimited Internet Usage with no peak or off peak restrictions
- No Excess Usage Charges
- 1:1 Contention Ratio & 99.95% Uptime Commitment
- Symmetrical Speeds

### INFORMATION ABOUT PRICING

The monthly charge depends on the access speed you select as outlined in the table below.

Speed	Monthly Fee	Setup Fee
250Mbps	<b>\$299</b> <i>Min. cost over term:</i> 1 Month: \$1,298, 36 Months: \$10,764	<b>Basic Setup</b> 1 Month: \$999 36 Months: FREE
500Mbps	<b>\$399</b> <i>Min. cost over term:</i> 1 Month: \$1,398, 36 Months: \$14,364	
1000Mbps	<b>\$599</b> <i>Min. cost over term:</i> 1 Month: \$1,598, 36 Months: \$21,564	
2000Mbps	<b>\$999</b> <i>Min. cost over term:</i> 1 Month: \$1,998, 36 Months: \$35,964	

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

#### INSTALLATION CHARGES

Installation charges are listed above, and apply when the connection is scheduled for installation during business hours. Should you require installation outside of standard business hours, we will provide a quote.

#### 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.

### OTHER INFORMATION

#### RELOCATION, SERVICE CHANGE & WITHDRAWAL FEES

- Relocations within the same building, or to a new premises on the network outside of the minimum term are POA. Relocations within the minimum term will attract an ETF for the current service, unless the service can be relocated to a site that is within ACG's on-net coverage.
- Service speed changes attract a charge of \$330 each and can only be actioned once per month. Downgrades are not available within the Minimum Term.
- Withdrawal Charges: services withdrawn before order completion but after order acceptance will incur a service withdrawal charge to be quoted at time of withdrawal.

#### CONNECTION TIMEFRAMES

When existing infrastructure is in place, the service can be connected within 48 hours from order acceptance. For offices that require new cabling from the IDF to the communications rack, installations can take 4 to 8 weeks to complete. Timeframes can depend on building management approval and site access.

#### ETHERNET SPEEDS

ACG Business Fibre plans are delivered using a Premium Grade of Service (GoS). Speeds using this GoS are symmetrical and are considered guaranteed up to the network demarcation point, which is the Network Terminating Device. Speeds can be affected, within reason, by many factors such as, but not limited to; network utilisation, your equipment, software and internet traffic and fiber-optic transmission overheads. Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

#### EQUIPMENT

You may use your own 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. Alternatively you may purchase your router from us. Please check with Telair for the latest pricing.

#### 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).

