

# CRITICAL INFORMATION SUMMARY

## Business Wireless *Ethernet*

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Business Wireless Ethernet provides your business with a business grade internet connection, delivered over Telair's Fixed Wireless network.

#### WHAT'S INCLUDED AND EXCLUDED

Your plan includes:

- 1 x Static IP Address
- Symmetrical Speeds
- Unlimited Internet Usage
- No Excess Usage Charges
- 99.95% Uptime Commitment
- 1:1 Contention Ratio

#### SERVICE SPEEDS

Business Wireless Ethernet plans are delivered using a Premium Grade of Service (GoS). Speeds using this Service Class 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, Microwave/Fixed Wireless transmission overheads and Radio Frequency interference.

#### MINIMUM TERM

The minimum terms available are **12, 24 and 36 months**. Your monthly access fee will generally be reduced the higher the minimum monthly term you choose.

### INFORMATION ABOUT PRICING

| Minimum Term | 10Mbps MRC                                   | 20Mbps MRC                                  | 40Mbps MRC                                  | 50Mbps MRC                                  | 100Mbps MRC   | Setup Fee             |
|--------------|--|---|---|---|---|-----------------------|
| 12 Months    | \$349 <sup>+GST</sup><br>Min. cost \$5,138   | \$499 <sup>+GST</sup><br>Min. cost \$6,938  | N/A   | \$889 <sup>+GST</sup><br>Min. cost \$11,738 | \$1229 <sup>+GST</sup><br>Min. cost \$15,698                | \$950 <sup>+GST</sup> |
| 24 Months    | \$319 <sup>+GST</sup><br>Min. cost \$8,256   | \$469 <sup>+GST</sup><br>Min. cost \$11,856 | N/A   | \$819 <sup>+GST</sup><br>Min. cost \$20,256 | \$1129 <sup>+GST</sup><br>Min. cost \$27,696                | \$600 <sup>+GST</sup> |
| 36 Months    | \$299* <sup>+GST</sup><br>Min. cost \$11,064 | \$429 <sup>+GST</sup><br>Min. cost \$15,744 | \$449 <sup>+GST</sup><br>Min. cost \$16,464 | \$759 <sup>+GST</sup><br>Min. cost \$27,624 | <del>\$1049</del> 799 <sup>+GST</sup><br>Min. cost \$29,064 | \$300 <sup>+GST</sup> |

\*Free upgrade from 10/10Mbps to 15/15Mbps applies.

#### SETUP FEE

The applicable setup fee includes standard setup during standard Business Hours (9AM - 5PM, Mon to Fri - Excluding public holidays). Complex or non-standard setup is POA.

#### 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. You must provide 30 days' written notice to us to disconnect a service.

#### PRICING & PROMOTION INFORMATION

All pricing on this Critical Information Summary is exclusive of GST unless otherwise noted. Promotional offers contained herein expire 11:59PM 31st October 2019 unless otherwise withdrawn or extended earlier.

#### 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 Telair's network coverage. A relocation charge of \$400 will apply, excluding any additional commercial works and elevated work platform costs.
- Service speed changes attract a charge of \$330 each and can only be actioned once per month.
- Service speed downgrades are not available during the minimum term.
- Upgrades to higher speeds during the minimum term are available.
- Withdrawal Charges: services withdrawn before order completion but after order acceptance will incur a service withdrawal charge to be quoted at time of withdrawal.

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### OTHER INFORMATION

#### ROOF ACCESS

The Business Wireless Ethernet service requires roof access to your premises for installation of the receiving antenna to a location in your office. If building management approval is required, installation may be delayed.

#### CONNECTION TIMEFRAMES

Typical installations take 3 and 6 weeks to complete. Timeframes can depend on 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 an antenna and a Network Terminating Device 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.

#### AVAILABILITY

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

#### 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...



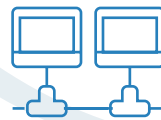
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT