

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Telair DGTek Business Fibre Internet (*DGTek Fibre*) provides your business with a internet connection delivered over DGTek's dedicated fibre network.

WHAT'S INCLUDED AND EXCLUDED

Your plan includes:

- 1 x Static IP Address
- Unlimited Internet Usage
- No Excess Usage Charges
- 99.00% Uptime Guarantee

AVAILABILITY

DGTek Fibre is only available to fully qualified premises located in select areas that are eligible to be connected to the DGTek Fibre Network. Please confirm with your Telair representative if the product is available at your location.

DATA USAGE

Your plan includes Unlimited data. This means there are no excess usage fees and your service will not be shaped.

MINIMUM TERM

The minimum term options are **24 and 36 months**.

INFORMATION ABOUT PRICING

Speed	Monthly Fee	Setup Fee
100Mbps	\$249 Minimum cost over term: 24 mths: \$6,471, 36 mths: \$8,964	24 months: \$495 36 months: FREE
250Mbps	\$299 Minimum cost over term: 24 mths: \$7,671, 36 mths: \$10,764	
500Mbps	\$349 Minimum cost over term: 24 mths: \$8,871, 36 mths: \$12,564	
1000Mbps	\$449 Minimum cost over term: 24 mths: \$11,271, 36 mths: \$16,164	

PRICING INFORMATION

All pricing is listed exclusive of GST.

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.

SERVICE SPEEDS

Speeds listed are symmetrical and are considered guaranteed (1:1) up to the service hand-off point. Speeds can be affected, within reason, by many factors such as, but not limited to; network utilisation, your equipment, software and internet traffic, and fibre transmission overheads.

SETUP FEE

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

RELOCATION, SERVICE CHANGE & WITHDRAWAL FEES

- Relocations within the minimum term will attract a \$495 charge and require re-contracting at the new premises at the same minimum term length.
- Relocations are only available to sites within the DGTek Fibre Network coverage area, in accordance with "Availability" above.
- Additional costs may be applicable for connection at the new site as outlined in "Build Charges" overleaf.
- Service speed upgrades attract a charge of \$59 each, and can only be actioned once per month; service speed downgrades are not available during 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.

OTHER INFORMATION

BUILD CHARGES

Your order may be subject to an additional charge for works should there be insufficient infrastructure in place. As this can only be determined at point of placing the order, your consent will be obtained before the order proceeds. If Telair determine a build charge is applicable before the order is accepted by the carrier, you may withdraw the order without a withdrawal fee applying.

If an infrastructure short-fall is identified after the order is accepted by the carrier and the carrier has commenced works, such as but not limited to, site surveying, build-design and other works, a withdrawal fee will be quoted if the customer wishes to withdraw the order. If proceeding, the works required may be identified by the carrier as contestable (customer can use a third-party licenced technician), or non-contestable (the works can only be completed by the carrier's licenced technicians).

CONNECTION TIMEFRAMES

Typical installations take 6 to 18 weeks to complete, depending on the level of work required. Exact timeframes can vary due to and not limited to unforeseen issues with civil and on-site work, building management approval, site access, and force majeure events. Updates and timeframes will be provided to you throughout the progress of your order. Increased lead times may apply for non-standard installations.

EQUIPMENT & INSTALLATION

The router you use to connect to this service must be configured to shape traffic via the WAN port to match the speed of your plan. Failure to do so may result in instability of the service.

You may use your own router for this purpose provided it is compatible with our service, however this means that you will be responsible for the configuration of the router. Alternatively, you can purchase your router from us with these settings pre-applied. Ask us for information on recommended routers and pricing.

FAULTS

We may charge an Incorrect Call-out 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.

SITE ACCESS

Telair and its suppliers may require access to the communications rack for patching of the service into the building. If building management approval is required, installation may be delayed.

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.

Talk to us about...



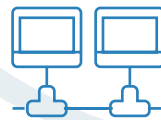
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT