

# CRITICAL INFORMATION SUMMARY

## Ethernet over NBN (EoNBN) TC4 Unlimited

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

EoNBN provides your business with a business grade internet connection, delivered over nbn co's network.

#### WHAT'S INCLUDED AND EXCLUDED

Your EoNBN plan includes:

- 1 x Static IP Address
- Unlimited Internet Usage
- No Excess Usage Charges
- 99.5% Uptime Commitment
- Telair NTD Rental (must be returned to Telair on service cancellation).
- Enhanced-12 nbn™ Service Level Commitment
- 25:1 Contention Ratio
- Patching from internal MDF into tenancy - Only to existing lead-in, with up to 20 metres of internal cabling included. POA for external MDFs and/or if new lead-in is required.

#### MINIMUM TERM

The minimum term of this plan is **24 or 36 months**.

#### TRAFFIC CLASS & SERVICE SPEEDS

EoNBN plans are delivered using nbn Traffic Class 4, which is a Lite Class of Service (CoS). Speeds using this Traffic Class are asymmetrical and can be affected by many factors such as, but not limited to; network utilisation, the network connecting the exchange, your equipment, software and internet traffic and fibre transmission overheads. Any speeds listed are an indication of the speed tier on which your service will be configured, they are not a guaranteed minimum speed. EoNBN is not available with the Fixed Wireless or Satellite technology types.

#### SERVICE CLASS

Unlike consumer nbn™ services, EoNBN services offer optional target restoration time commitments for service outages. Telair includes the E12-Hour SLA with EoNBN, and provides the option to purchase other enhanced target commitment packs should your business require faster maximum restoration commitments.

### INFORMATION ABOUT PRICING

Speed Tier	Monthly Fee	Activation	Included Data	Availability
n50/20	\$199 <sup>+GST</sup> <i>Min. cost over term (months): 24: \$5,276, 36: \$7,164</i>	24 Months: \$500 <sup>+GST</sup>  36 Months: \$0	Unlimited	FTTN, FTTC, FTTB, HFC, FTTP
n100/40	\$229 <sup>+GST</sup> <i>Min. cost over term (months): 24: \$5,996, 36: \$8,244</i>			HFC, FTTP
n250/100	\$349 <sup>+GST</sup> <i>Min. cost over term (months): 24: \$8,876, 36: \$12,564</i>			Select FTTP Premises
n500/200	\$449 <sup>+GST</sup> <i>Min. cost over term (months): 24: \$11,276, 36: \$16,164</i>			
n1000/400	\$549 <sup>+GST</sup> <i>Min. cost over term (months): 24: \$13,676, 36: \$19,764</i>			

#### 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 INFORMATION

Pricing herein excludes GST.

#### RELOCATION & SERVICE CHANGE FEES

- Relocations within the same building are \$500.
- Relocations to a new building incur a \$1000 charge, except those occurring in the last 6 months of the existing contract term, in which case no relocation charge will apply.
- All Relocations require recontracting of the service.
- Service changes attract a charge of \$0.

#### CONNECTION CHARGE

There is no connection fee for this service if the connection is scheduled for installation during business hours, and if no other works need to be performed before installation can take place. Should you require installation outside of standard business hours, we will provide a quote.

#### ENHANCED SERVICE LEVEL COMMITMENTS

Enhanced Service Level Commitments are available to purchase for an additional monthly fee.

- Enhanced-12: Included - 12 Business Hour fault restoration\*
- Enhanced-8: +\$50/month - 8 Business Hour fault restoration\*

*\*Metro areas only. 22 (Enhanced-8) or 26 (Enhanced-12) business hours for Regional areas and 26 (Enhanced-8) or 40 (Enhanced-12) business hours for Remote areas if site visit required. Metro, Regional and Remote areas are defined in accordance with the Telair Corporate Service Level Document. The commitment is an estimated restoration window, is not guaranteed and does not include a rebate. Business Hours: 9AM to 5PM Mon-Fri (excluding Public Holidays).*

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### ORDER WITHDRAWAL FEES

If you withdraw your order prior to the associated service completion advice being issued by Telair, the following order withdrawal fees will apply:

- If we haven't yet accepted the order = \$0
- If we've accepted the order but haven't completed logical build = \$750
- If we've commenced physical build but haven't yet completed physical build = \$1,500
- If the physical build is complete and Telair receives service completion advice from the carrier = Full Early Termination Fee (ETF)

### OTHER INFORMATION

#### AVAILABILITY

Telair EoNBN is only available to ABN holders residing at premises located in live **nbn**™ areas, with the following technology types: FTTN, FTTB, FTTC, and HFC. All other **nbn**™ technology types are incompatible.

#### BUILD CHARGES & SUBSEQUENT INSTALLATION FEE

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 the 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).

A Subsequent Installation Fee of \$299 may also apply in the event sufficient infrastructure is not available or the service is being delivered along-side an existing active nbn connection at the same location. This fee is passed through at cost and is not included in any minimum term discounts or waivers.

### NEW DEVELOPMENT SURCHARGE

In April 2016, the federal government announced a New Developments surcharge of \$300 which applies to the first NBN connection at certain premises. This surcharge is passed through at cost and is not included in any minimum term discounts or waivers.

### CONNECTION TIMEFRAMES

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

### EQUIPMENT & INSTALLATION

You may use your own router provided it is compatible with our service. Ask us for information on approved routers. Alternatively, you may purchase your router from us, or use the Telair NTD as your router as a fully managed device for an additional \$50 MRC. Telair will provide a Network Terminating Device (NTD) used to facilitate connection to the network. This NTD is owned by Telair and must be returned to Telair on termination of the service, in good working order. Should the NTD be misplaced or not be returned to Telair in good working order, a \$500 fee will be charged. An incorrect callout fee may also be charged in the event a Telair installer attends your site for installation of the NTD but the site is not ready for installation on the day we schedule with you.

### 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...



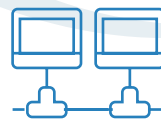
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT

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