

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your Fibre400 plan. It covers things like the length of your contract and how much you need to pay each month.

MINIMUM TERM

The minimum term is either 24 or 36 months.

AVAILABILITY

Fibre400 is only available to valid ABN holders located at a fully qualified address.

WHAT'S INCLUDED AND EXCLUDED?

Your service includes:

- Aggregated 400/400Mbps symmetrical fibre connection
- Minimum of 1 service location connecting up to a maximum of 4 discrete products per service
- Unlimited Internet usage
- No excess usage or bandwidth shaping
- 99.95% uptime guarantee SLA

Service limitations/exclusions:

Your service:

- May not be resold and is for private, single End Customer business use only
- May not be used for connection between Data Centres
- Is provisioned at the ordered bandwidth and cannot burst
- Cannot be upgraded to Fibre1000

INFORMATION ABOUT PRICING

The monthly charge depends on the contract length and installation fee you choose. All pricing excludes GST and is based on 1 discrete product. Additional discrete product splits are POA.

Install Fee	Minimum Monthly Charge	
	24 Months	36 Months
\$0	\$799 Minimum cost over term: \$19,176	\$699 Minimum cost over term: \$25,164
\$999	\$649 Minimum cost over term: \$16,575	\$549 Minimum cost over term: \$20,763
\$1999	\$499 Minimum cost over term: \$13,975	\$399 Minimum cost over term: \$16,363

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

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.

ORDER WITHDRAWAL & RELOCATION FEES

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

- Post Order receipt but Pre-Order Acceptance: \$0
- Post Order Acceptance but Pre-Access Service Confirmation from the carrier to Telair: \$880
- Post Access Service Confirmation but Pre-Service Completion Advice from the carrier to Telair: \$8,800 minimum (higher depending on order progression)

Relocation Fees relate to how we handle ETFs on a service cancelled as a result of a relocation:

- Relocation within the same building or a new building on the same access network are POA
- Relocation to a new building on a different access network are not supported and attract full ETFs

OTHER INFORMATION

AVAILABILITY

Fibre400 is limited to TPG or Pipe on-net buildings and your address must be pre-qualified before a quotation can be provided.

CONNECTION TIMEFRAMES

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

ETHERNET SPEEDS

Actual speeds you will receive will vary due to a number of factors such as your the network connecting the exchange, your equipment, software and internet traffic. Transmission overheads will also slightly reduce the speeds you will receive. Whilst we classify these speeds as being guaranteed, the above factors must be considered.

The 400/400Mbps speeds can be aggregated between up to four discrete products. E.g. one product can be allocated 200/200Mbps, a second can be allocated 100/100Mbps and a third can be allocated at 100/100Mbps - totalling 400/400Mbps per Fibre400 service (additional charges apply - POA). Or use the entire 400Mbps bandwidth for use with one Unlimited data service. Fibre400 can be split up for use as an Unlimited Internet connection, or as a Private IP network connection.

EQUIPMENT

You will need to use a separate router to ensure the service is used with maximum efficiency. Contact us for recommendations and pricing options, or buy through your preferred supplier.

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.



SD-WAN



Private Networks



Internet



Hosted Voice



Data



Managed IT