

# CRITICAL INFORMATION SUMMARY

## Telair N1 Business Fixed Wireless *Internet*

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

This service provides your business with an internet connection delivered by over a high-performance Fixed Wireless network.

#### WHAT'S INCLUDED AND EXCLUDED

Your plan includes:

- 1 x Static IP Address
- Outdoor Roof-Mounted Antenna
- Unlimited Internet Usage
- 99.9% Uptime Target

#### MINIMUM TERM

This service is available on a **1, 12, 24 or 36-month term**.

#### AVAILABILITY

Business Wireless Ethernet is only available in limited areas, depending on Line of Sight (LOS) to an access point on one of the towers used to deliver this service.

Factors that can impede LOS, either before or after installation, include (but are not limited to) vegetation growth, new constructions, and other physical obstructions, and services can also be affected by local interference.

Services must be remotely qualified by Telair before an order can proceed, and are further subject to an on-site qualification of your premises by the technician we dispatch on the day of your service installation.

### INFORMATION ABOUT PRICING

Fixed Wireless Speed Tier	Monthly Fee	Included Data	Basic Setup Fee	Router
30/10	<b>\$89.00</b> <i>Total minimum cost over term:</i> 1Mth: \$788; 12Mths: \$1,467; 24Mths: \$2,136; 36Mths: \$3,204	Unlimited	1 Month: \$699 12 Months: \$399 24 & 36 Months: \$0	D-Link DSL-X1852E (Optional)  <b>Monthly Cost:</b> 24 Months: +\$15 36 Months: +\$10
70/20	<b>\$99.00</b> <i>Total minimum cost over term:</i> 1Mth: \$798; 12Mths: \$1,578; 24Mths: \$2,376; 36Mths: \$3,564			
120/20	<b>\$119.00</b> <i>Total minimum cost over term:</i> 1Mth: \$818; 12Mths: \$1,827; 24Mths: \$2,856; 36Mths: \$4,284			
250/100	<b>\$139.00</b> <i>Total minimum cost over term:</i> 1Mth: \$838; 12Mths: \$2,067; 24Mths: \$3,336; 36Mths: \$5,004			
500/200	<b>\$159.00</b> <i>Total minimum cost over term:</i> 1Mth: \$858; 12Mths: \$2,307; 24Mths: \$3,816; 36Mths: \$5,724			

#### 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, and do not factor in any promotional offers.

#### RELOCATION, SERVICE CHANGE & WITHDRAWAL FEES

- Relocations are not supported on this product.
- Service speed changes can 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 between 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.

#### SERVICE SPEEDS

Any speeds mentioned are only an indication of what you may experience on your service. You will experience download speeds below the theoretical maximum of your chosen Speed Tier. Speeds can be affected, within reason, by many factors such as, but not limited to; the plan you choose, network utilisation, your equipment, software and internet traffic, Microwave/Fixed Wireless transmission overheads and Radio Frequency interference.

#### 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...



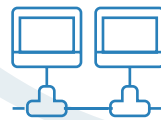
Landlines



Hosted Voice



Internet



Private Networks



Data



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