

CRITICAL INFORMATION SUMMARY

NBN Unlimited Ethernet *April 2018 Promo*

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

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

WHAT'S INCLUDED AND EXCLUDED

Your NBN Unlimited Ethernet plan includes:

- 1 x Static IP Address
- Unlimited Internet Usage
- No Excess Usage Charges
- Enhanced-12 Hour Target Restoration Commitment

TRAFFIC CLASS & SERVICE SPEEDS

NBN Unlimited Ethernet plans are delivered using nbn Traffic Class 4, which is a Lite Grade of Service (GoS). 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. At any period of the day, you will experience download speeds below 100 Mbps. Speeds will be reduced even further during peak times (7pm to 11pm).

SERVICE CLASS & UPTIME COMMITMENT

Unlike consumer **nbn™** services, NBN Unlimited Ethernet services come with target restoration time commitments for service outages.

This particular plan includes the Enhanced-12 12 hour Target Restoration Commitment and a network Target Availability Commitment of 99.85%. Network downtime does not include any faults in the customer's own network or equipment.

Enhanced-12 Hour Target Restoration Commitment (applies from when Telair lodges a fault with the upstream carrier): Urban Areas are 12 hours, Major Rural, Minor Rural and Remote Areas are 12 hours if no site visit required. Major Rural and Minor Rural Areas are 26 hours if site visit required. Remote Areas are 40 hours if site visit required. The Service Restoration targets do not apply where Telair or its upstream carrier determine it is necessary to schedule an outage to perform end to end testing where known limitations exist for specific service features. There are no rebates payable should Telair or its upstream carrier not meet these targets, they are simply targets we will aim to meet at our best efforts.

MINIMUM TERM

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

INFORMATION ABOUT PRICING

Speed Configuration	Monthly Fee	Minimum Cost Over Term	Traffic Class	Included Data
Fastest Speed Tier Available at Premises	\$199 ^{+GST}	\$7164.00 ^{+GST}	TC-4 Lite GoS	Unlimited

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.

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

All pricing on this Critical Information Summary is exclusive of GST unless otherwise noted.

RELOCATION, SERVICE CHANGE & WITHDRAWAL FEES

Relocation fees relate to how we handle ETFs for a service cancelled as a result of a relocation.

- Relocations within the same building are \$735 – no ETF applies.
- Relocations to a new building incurs a \$1465.20 ETF, except those occurring in the last 6 months if there is a contract term which does not incur an ETF - these will be POA.
- Relocations may be subject to Subsequent Install Fee & New Development Charges as described overleaf.
- Service changes attract a charge of \$149 each.
- 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

AVAILABILITY

NBN Unlimited Ethernet is only available to ABN holders residing at premises located in live **nbn™** areas, with the following technology types: FTTH, FTTN, and FTTB. 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 (including GST) 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 (including GST) 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 6 and 8 weeks to complete. Timeframes can depend on building management approval and site access.

EQUIPMENT

We (Telair, nbn co and our upstream carrier partner) will provide the equipment required to connect your service to your premises. This will include an nbn co Network Terminating Device and a second Optus Network Terminating Device to facilitate handoff from nbn co's network via Ethernet port (including for FTTN services). Because of this second device, a VDSL modem is not required in the case of FTTN/FTTB connections. These devices remain the property of nbn co and Optus, respectively.

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.

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.

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