

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Telair Village Business Internet provides your business with a business grade internet connection, delivered over Sanctuary Cove's dedicated fibre network.

WHAT'S INCLUDED AND EXCLUDED

Your plan includes:

- 1 x Static IP Address
- Unlimited Internet Usage
- No Excess Usage Charges
- Best Effort Uptime Commitment
- Optional 99.95% Uptime Commitment available (+\$99.95/mo)
- Telair Plug 'n Play Network Termination Device (NTD), which must be returned to Telair on service cancellation
- Optional Professional Install of NTD (+\$150)

AVAILABILITY

Telair Village Business Internet is only available to fully qualified premises located in The Village precinct at Sanctuary Cove, that are connected to the OptiComm Fibre Network. Please confirm with your Telair representative if the product is available at your location.

MINIMUM TERM

The minimum terms available are **12, 24 and 36 months**.

INFORMATION ABOUT PRICING

Plan and Speed	Monthly Fee	Setup Fee
100/40Mbps	\$99 Min. cost: 12 months: \$1,387 - 24 months: \$2,475 - 36 months: \$3,564	12 months: \$199 24 months: \$99 36 months: \$0
250/100Mbps	\$189 Min. cost: 12 months: \$2,467 - 24 months: \$4,635 - 36 months: \$6,804	
500/20Mbps	\$299 Min. cost: 12 months: \$3,787 - 24 months: \$7,275 - 36 months: \$10,764	
1000/400Mbps	\$499 Min. cost: 12 months: \$6,187 - 24 months: \$12,075 - 36 months: \$17,964	

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 INFORMATION

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

RELOCATION, SERVICE CHANGE & WITHDRAWAL FEES

- Relocations within the same building, or to a new premises on the network outside of the minimum term are POA.
- Relocations within the minimum term will attract an ETF for the current service, unless the service can be relocated to a site that is within The Village's fibre network coverage. A relocation charge of \$149 will apply, excluding any additional commercial works and elevated work platform costs.
- Service speed changes attract a charge of \$59 each and can only 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.

OTHER INFORMATION

CONNECTION TIMEFRAMES

Connection Time frames vary depending on the status of cabling to your tenancy. When existing infrastructure is in place the service can be connected within 2 business days. For premises that require new cabling from the IDF to the communications rack, installations can take 4 to 8 weeks to complete. Timeframes can depend on building management approval and site access.

EQUIPMENT & INSTALLATION

Telair will post to the customer a pre-configured NTD used to facilitate connection to the network, which the customer simply needs to plug in (or we can install it for \$150 as part of our Professional Installation option).

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 as part of any Professional Installation purchase, but the site is not ready for installation on the day we schedule with you.

You may use your own router provided it is compatible with our service, or you can purchase your router from us. Ask us for information on approved routers and pricing.

SERVICE SPEEDS

Village Business Internet plans are delivered using a Standard Grade of Service (GoS). Service Speeds on these plans are asymmetrical, best effort, and are not guaranteed. Speeds can be affected, within reason, by many factors such as, but not limited to; network utilisation, your equipment, software and internet traffic and fiber-optic transmission overheads. Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

SITE ACCESS

Village Business Internet services requires access to your premises for installation of the NTD to a location in your office. If building management approval is required, installation may be delayed.

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.

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...



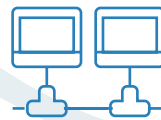
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT