

CRITICAL INFORMATION SUMMARY

IP Voice Multi-Line *Unlimited Plans (Bundled)*

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

IP Voice Multi-Line provides your business with office phone services delivered via an internet connection to your existing on-site PABX.

MINIMUM TERM

The minimum term of this plan is **24 months**, however a discount is provided if you elect to take this plan on a 36 Month contract term or higher.

MINIMUM ACCESS REQUIREMENTS

In order to access the Service, you will need an internet connection with a minimum of 100/100Kbps of available bandwidth per simultaneous call, with no packet loss, and a ping of less than 150 ms. You will also need an IP enabled handset or soft-phone client, and may need extra hardware depending on your requirements e.g. router and switches.

OTHER REQUIREMENTS

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN.

BUNDLE REQUIREMENTS

This plan is only available when bundled with an authorised Telair Ethernet Data service (excludes Ethernet First Mile) that has been purchased with a minimum contract term of 24 months or higher. This plan can be attached to an existing Ethernet Data service if the Ethernet Data service is re-contracting, or this plan can be sold in tandem with a brand new Ethernet Data service.

This IP Voice plan will be attached to the applicable Ethernet Data plan. As such, should the Ethernet Data plan be disconnected or terminated for any reason, pricing on this IP Voice plan will revert to Telair's standard non-bundled pricing which can be found at on the relevant Critical Information Summary or online at our website: www.telair.com.au/ip-voice.

INFORMATION ABOUT PRICING

| CALLS & OTHER CHARGES | COST (Excluding GST) |
|--|--|
| Monthly Access Fee (includes 1 concurrent call per line/channel) | 24 Months: \$50 per month 36 Months: \$40 per month <i>Pricing is per channel. Channels are purchased in blocks of two (e.g 2, or 4, or 6, or 8, or 10, or 12, or 14, or 16, or 18, or 20 and so on).</i> |
| Minimum Cost over Term (in addition to Ethernet Data plan) | 24 Months: \$2400 36 Months: \$2880 |
| Calls to IP Voice Multi-Line numbers (on the same account) | Included |
| Calls to Local & National Numbers | Included |
| Calls to Australian Mobile Numbers | Included |
| Calls to 13/1300 Numbers | \$0.30 per call |
| Calls to International Destinations and Premium Services | Not Included: Contact us for rates |
| Setup Fee | Free |
| Number Porting - Optional | POA |

PRICING

All pricing in this document excludes GST.

EARLY TERMINATION

If you cancel your service or it is disconnected within the minimum contract term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.

PROMOTIONS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

PORTING

If you wish to transfer any existing telephone numbers to Telair from your current provider, a port request will be required. Port charges are priced on application.

CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers not listed above. Calls are charged per minute block. For these international call rates, please contact Telair.

Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee, these charges are also outside of our control as they are set by the content provider.

Committed to delivering what we promise

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OTHER INFORMATION

CONNECTION TIMEFRAMES

The target connection timeframe is usually 5 business days from the date we accept your application. In some cases, however, this might be longer.

Porting single numbers is usually a four to six week turn around (or six to eight weeks for complex ports), however, these are requested once the application form is accepted and this is in tandem with the setup, configuration and rollout of any services.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). 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 or visit our support centre at <https://support.telair.com.au> so we can serve you better. You can also visit us at www.telair.com.au for additional information, including to access information about service usage.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via 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...



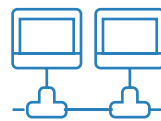
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT

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