

CRITICAL INFORMATION SUMMARY

nbn™ 100GB T-Plans (off-net)

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Telair nbn™ provides your business with an internet connection, delivered over nbn co's network.

DATA USAGE

Your plan includes 100GB of data. Any excess data usage after you reach your limit will be charged at \$5.50 per gigabyte (GB). Usage resets at the end of the billing period.

MINIMUM TERM

The minimum terms available on this plan are **24 & 36 months**.

WHAT'S INCLUDED AND EXCLUDED

Your Telair nbn™ plan includes:

- 1 x Static IP Address
- A 100GB monthly data allowance

AVAILABILITY

Telair nbn™ is only available to ABN holders residing at premises located in live nbn™ areas.

INFORMATION ABOUT PRICING

Plan	Monthly Fee	Data Allowance	Install Fee & Router	nbn™ Speed Tier
nbn T-Starter 100GB (n25/5 off-net)	\$69.95 <i>Minimum cost over 24 months: \$1,678.80, 36 months: \$2,518.20</i>	100GB <i>Cost per MB: 0.06995c</i>	Basic Install* 24 & 36 Months: \$0 <small>*Basic install provided to MDF in the case of FTTN/FTTC/FTTB. Additional work POA.</small> Home Network Gateway# 24 & 36 Months: \$5/month <small>#HNG mandatory if nbn UNI-V Voice required.</small>	Configured on nbn™ 25/5 Ideal for: <ul style="list-style-type: none"> • Web browsing • Checking emails • Small file transfers

RELOCATION FEES

Services relocating while in contract will be charged \$150 each and require re-contracting at the new premises at the same minimum term length. Subsequent Install Fee and New Development Surcharge may also apply at new premises. If the service is not available at the new location, a full ETF will apply.

SERVICE AND PLAN CHANGES

Once you connect an nbn™ service, you won't be able to move your service back to the existing copper network. You may upgrade your service plan once per month. You cannot downgrade your speed tier or plan while within contract term. Each plan change attracts a \$49 administration charge. You must provide 30 days' written notice to us to disconnect a service.

USAGE & PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing. Fair Use and Acceptable Use Policies apply which can be found on our website.

PRICING

All pricing in this document includes GST.

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.

BUNDLING

Bundle pricing is not available with Telair off-net nbn™. For considerably reduced pricing, please visit telair.com.au/nbn to view our on-net plans which also offer bundle discounts.

ENHANCED SERVICE LEVEL COMMITMENTS

Enhanced Service Level Commitments are not available for purchase with Telair off-net nbn™.

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INFORMATION ABOUT PRICING (cont...)

SUBSEQUENT INSTALLATION FEE

A Subsequent Installation Fee of \$299 may also be charged by nbn co 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 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.

OTHER INFORMATION

SERVICE SPEEDS

Any speeds mentioned are only an indication of what you may experience on your service. Your speed will be affected by factors including the technology over which services are delivered to your premises, network configuration and traffic management (particularly during peak periods when more people are online), the nbn™ powered plan you choose, the performance of your modem, Wi-Fi, cabling, and other devices in your premises.

You will experience download speeds below 25Mbps on Starter.

Your speed will be particularly affected even further during peak usage times (7pm to 11pm). Refer to the Key Facts Sheet: nbn Broadband document for more information relating to speeds on the nbn™ network.

For FTTN/FTTB services, actual speeds and Speed Boost eligibility will be confirmed following service activation. Sonic Boost is not available on nbn™ Fixed Wireless. Jet Boost and Speed Boost are not available on any technology type when used with a 100GB plan. Not all speeds greater than Starter are available at all premises. Speeds may be further impacted during co-existence period.

CONNECTION TIMEFRAMES

Typical installations take between 1 day and 4 weeks to complete. Timeframes can depend on building management approval, site access and nbn technology type.

EQUIPMENT

You may use your own modem/router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers for purchase. Home Network Gateway required for UNI-V Voice.

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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