

CRITICAL INFORMATION SUMMARY

Standard nbn™ 1TB Bundles

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

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

DATA USAGE

Data usage includes uploads and downloads. There are no peak or offpeak restrictions on your usage.

If you reach your data allowance within the billing period, you will be charged \$2.50/GB, or your service will be shaped to 256Kbps depending which option you choose on the application form. Data usage resets at the end of every billing period.

WHAT'S INCLUDED AND EXCLUDED

Your Telair Standard nbn™ plan includes:

- 1 x Static IP Address
- A 1000GB monthly data allowance (downloads & uploads are counted towards the monthly data allowance)

MINIMUM TERM

The minimum terms available on this plan are **12, 24 & 36 months**.

PLAN LIMITATIONS

These plans are only available when bundled with a Telair uPBX/ MyCloud PBX service, or with an IP Voice Single Line/Multi Line service with an Unlimited Call pack. These plans are not available with stand-alone nbn connections or any other product.

INFORMATION ABOUT PRICING

Plan	Monthly Fee	Data Allowance	Install Fee & Modem	nbn™ Speed Tier
nbn Starter Bundled	\$79.95 <i>Min cost 12 months: \$959.40, 24 months: \$1918.80, 36 months: \$2878.20</i>	1000GB <i>Cost per GB: \$0.07995</i>	12 Months: \$0 Install & BYO Modem 24 & 36 Months: \$0 Install & Modem Included	Configured on nbn™ 25 Ideal for: <ul style="list-style-type: none"> • Web browsing • Checking emails • Small file transfers
nbn Jet Boost Bundled	\$89.95 <i>Min cost 12 months: \$1079.40, 24 months: \$2158.80, 36 months: \$3238.20</i>	1000GB <i>Cost per GB: \$0.08995</i>		Configured on nbn™ 50 Ideal for: <ul style="list-style-type: none"> • Web browsing • Music & video streaming • Small to medium file transfers
nbn Sonic Boost Bundled	\$99.95 <i>Min cost 12 months: \$1199.40, 24 months: \$2398.80, 36 months: \$3598.20</i>	1000GB <i>Cost per GB: \$0.09995</i>		Configured on nbn™ 100 Ideal for: <ul style="list-style-type: none"> • Web browsing on multiple workstations/devices • HD music & video streaming • Large file transfers

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.

RELOCATION FEES

Relocations attract a charge of \$150 each and require re-contracting at the new premises.

Relocations may be subject to Subsequent Install Fee & New Development Surcharge rules as described overleaf.

PRICING INFORMATION

All pricing includes GST.

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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 (such as vacant cable pairs for use with a FTTN service, for example) 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.

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 as the copper network will be decommissioned in the short to medium future.

You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term. Plan changes can only occur once a month, and are \$15 each.

You must provide 30 days' written notice to us to disconnect a service.

OTHER INFORMATION

AVAILABILITY

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

CONNECTION TIMEFRAMES

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

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, below 50Mbps on Jet Boost and below 100Mbps on Sonic Boost. Your speed will be particularly affected even further during peak usage times (7pm to 11pm).

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. Not all speeds greater than Starter are available at all premises.

EQUIPMENT

You may use your own 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. If you wish to use an nbn voice service, you will need to purchase a Home Network Gateway from Telair for an additional \$5 per month.

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...



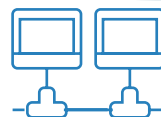
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT

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