

# CRITICAL INFORMATION SUMMARY

## Standard nbn™ T-Plans

### 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.

### INFORMATION ABOUT PRICING

#### WHAT'S INCLUDED AND EXCLUDED

Your Telair Standard nbn™ plan includes:

- 1 x Static IP Address
- A monthly data allowance specified below

#### MINIMUM TERM

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

#### AVAILABILITY

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

Plan	Monthly Fee	Data Allowance	Install Fee	nbn™ Speed Tier
T-Starter-100	\$65 <i>Min cost 12 months: \$780, 24 months: \$1,560, 36 months: \$2,340</i>	100GB <i>Cost per GB: \$0.65</i>	12 Months: \$150 24/36 Months: Free	Configured on nbn™ 25  Ideal for:  • Web browsing • Checking emails • Small file transfers
T-Starter-500	\$75 <i>Min cost 12 months: \$900, 24 months: \$1,800, 36 months: \$2,700</i>	500GB <i>Cost per GB: \$0.15</i>		
T-Starter-1000	\$85 <i>Min cost 12 months: \$1,020, 24 months: \$2,040, 36 months: \$3,060</i>	1000GB <i>Cost per GB: \$0.09</i>		
T-Starter-2000	\$100 <i>Min cost 12 months: \$1,200, 24 months: \$2,400, 36 months: \$3,600</i>	2000GB <i>Cost per GB: \$0.05</i>		
T-Jet Boost-100	\$80 <i>Min cost 12 months: \$960, 24 months: \$1,920, 36 months: \$2,880</i>	100GB <i>Cost per GB: \$0.80</i>		Configured on nbn™ 50  Ideal for:  • Web browsing • Music & video streaming • Small to medium file transfers
T-Jet Boost-500	\$90 <i>Min cost 12 months: \$1,080, 24 months: \$2,160, 36 months: \$3,240</i>	500GB <i>Cost per GB: \$0.18</i>		
T-Jet Boost-1000	\$100 <i>Min cost 12 months: \$1,200, 24 months: \$2,400, 36 months: \$3,600</i>	1000GB <i>Cost per GB: \$0.10</i>		
T-Jet Boost-2000	\$115 <i>Min cost 12 months: \$1,380, 24 months: \$2,760, 36 months: \$4,140</i>	2000GB <i>Cost per GB: \$0.06</i>		
T-Sonic Boost-100	\$95 <i>Min cost 12 months: \$1,140, 24 months: \$2,280, 36 months: \$3,420</i>	100GB <i>Cost per GB: \$0.95</i>		Configured on nbn™ 100  Ideal for:  • Web browsing on multiple workstations/devices • HD music & video streaming • Large file transfers
T-Sonic Boost-500	\$105 <i>Min cost 12 months: \$1,260, 24 months: \$2,520, 36 months: \$3,780</i>	500GB <i>Cost per GB: \$0.21</i>		
T-Sonic Boost-1000	\$115 <i>Min cost 12 months: \$1,380, 24 months: \$2,760, 36 months: \$4,140</i>	1000GB <i>Cost per GB: \$0.12</i>		
T-Sonic Boost-2000	\$130 <i>Min cost 12 months: \$1,560, 24 months: \$3,120, 36 months: \$4,680</i>	2000GB <i>Cost per GB: \$0.07</i>		

nbn™, nbn co and other nbn™ logos and brands are trade marks of nbn co limited and used under licence.

# CRITICAL INFORMATION SUMMARY

## Standard nbn™ T-Plans

### INFORMATION ABOUT PRICING (cont...)

#### 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.

#### PRICING INFORMATION

All pricing includes GST.

#### 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.

#### 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 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

#### 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](http://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](http://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](http://www.tio.com.au).

## Talk to us about...



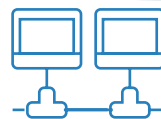
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT

nbn™, nbn co and other nbn™ logos and brands are trade marks of nbn co limited and used under licence.