

# CRITICAL INFORMATION SUMMARY

## nbn™ Unlimited Plans (on-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 Unlimited data. This means there are no excess usage fees and your service will not be shaped.

#### MINIMUM TERM

The minimum terms available on this plan are **1, 12, 24 & 36 months**.

#### WHAT'S INCLUDED AND EXCLUDED

Your Telair nbn™ plan includes:

- 1 x Static IP Address
- An unlimited monthly data allowance

#### AVAILABILITY

Telair on-net nbn™ is only available to ABN holders residing at premises located in live nbn™ areas, specifically for business use only. Residential use is not permitted and customers found to be in breach of this policy may have their service disconnected with full Early Termination Fees and any other applicable charges applied.

### INFORMATION ABOUT PRICING

| Plan  | Monthly Fee  | Data Allowance | Install Fee & Router   | nbn™ Speed Tier   |
|---|--|----------------|--|---|
| nbn Starter Unlimited (n25/10 on-net)             | <p><b>\$89.95</b></p> <p><i>Minimum cost over 1 month: \$239.95, 12 months: \$1,229.40, 24 months: \$2,158.80, 36 months: \$3,238.20</i></p> <p>\$79.95 when bundled with Telair Business SIP or Hosted PBX with both services taken on 36 month term</p>  | Unlimited      | <p><b>Basic Install*</b></p> <p>1 Month: \$250<br/>12 Months: \$150<br/>24 &amp; 36 Months: \$0</p>            | <p>Configured on nbn™ 25/10</p> <p>Ideal for:</p> <ul style="list-style-type: none"> <li>• Web browsing</li> <li>• Checking emails</li> <li>• Small file transfers</li> </ul>   |
| nbn Jet Boost Unlimited (n50 <sup>1</sup> on-net) | <p><b>\$99.95</b></p> <p><i>Minimum cost over 1 month: \$349.95, 12 months: \$1,349.40, 24 months: \$2,398.80, 36 months: \$3,598.20</i></p> <p>\$89.95 when bundled with Telair Business SIP or Hosted PBX with both services taken on 36 month term</p>  | Unlimited      | <p><b>Optional Routers</b></p> <p>TP Link VR500V: \$149<br/>Cisco RV134W: \$299<br/>Cisco 867VAE/K9: \$599</p> | <p>Configured on nbn™ 50<sup>1</sup></p> <p>Ideal for:</p> <ul style="list-style-type: none"> <li>• Web browsing</li> <li>• Music &amp; video streaming</li> <li>• Small to medium file transfers</li> </ul>                |
| nbn Sonic Boost Unlimited (n100 on-net)           | <p><b>\$109.95</b></p> <p><i>Minimum cost over 1 month: \$359.95, 12 months: \$1,469.40, 24 months: \$2,638.80, 36 months: \$3,958.20</i></p> <p>\$99.95 when bundled with Telair Business SIP or Hosted PBX with both services taken on 36 month term</p> | Unlimited      | <p>*Basic install provided to MDF in the case of FTTN/FTTC/FTTB. Additional work POA.</p>                      | <p>Configured on nbn™ 100</p> <p>Ideal for:</p> <ul style="list-style-type: none"> <li>• Web browsing on multiple workstations/devices</li> <li>• HD music &amp; video streaming</li> <li>• Large file transfers</li> </ul> |

#### 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.

#### 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 speed tier 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.

#### PRICING

All pricing in this document 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 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.

#### BUNDLING

Bundle your Telair nbn™ service on a 36 month term or longer with a Telair Business SIP, uPBX or MyCloud PBX service and save \$10 per month on your Telair nbn™ monthly access. Should the associated bundled service leave Telair or be disconnected for any reason at any time within or outside of the minimum term, the nbn™ service will revert to the applicable standard/unbundled pricing listed overleaf.

#### ENHANCED SERVICE LEVEL COMMITMENTS

Enhanced Service Level Commitments are available to purchase for an additional monthly fee.

- Enhanced-12: \$25/month - 12 Business Hour fault restoration\*
- Enhanced-8: \$50/month - 8 Business Hour fault restoration\*

*\*Metro areas only. 22 (Enhanced-8) or 26 (Enhanced-12) business hours for Regional areas and 26 (Enhanced-8) or 40 (Enhanced-12) business hours for Remote areas if site visit required. Metro, Regional and Remote areas are defined in accordance with the Telair Corporate Service Level Document. Commitment is an estimated restoration window, is not guaranteed and does not include a rebate.*

#### 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.

### 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, below 50Mbps on Jet Boost and below 100Mbps on Sonic Boost. Your speed will be particularly affected even further during peak usage times (10am to 3pm). 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. 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.

#### 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 [telair.com.au](http://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...



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