

## Unlimited On-Net VIE-Fibre Ethernet

### INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Unlimited On-Net VIE-Fibre Ethernet** plan.

It covers things like the length of your contract and how much you need to pay each month.

#### Minimum Term

The minimum term is **36 months**.

#### What's Included and Excluded?

Your Internet service includes:

- **1 x Static IP Address**
- **Unlimited Internet Usage** with no peak or off peak restrictions
- **No Excess Usage Charges**

### INFORMATION ABOUT PRICING

The monthly charge depends on the Region (RT) and Zone your service is located in, which is determined by the carrier. It also depends on the access speed you choose. All pricing includes GST.

Access Speed	Monthly Cost	Total Minimum Cost
40Mbps	\$548.90	\$19,760.40
100Mbps	\$966.90	\$34,808.40
250Mbps*	\$1,736.90	\$62,528.40
*Not available in Darwin		

### Connection/Relocation Charges

There is no connection fee for this service if the connection is scheduled for installation during business hours, and if no other works need to be performed before installation can take place. Should you require installation outside of standard business hours, we will provide a quote.

Relocations are priced on application due to their complexity, the work involved and the length of time an active service has been in contract.

#### 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.

### OTHER INFORMATION

#### Availability

Unlimited On-Net VIE-Fibre Ethernet is not available everywhere. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and if your premises has sufficient access to the fibre network.

### Build Charges

Your order may be subject to an additional charge for works should there be insufficient infrastructure in place. As this can only be determined at point of placing the order, your consent will be obtained before the order proceeds. If Telair determine a build charge is applicable before the order is accepted by the carrier, you may withdraw the order without a withdrawal fee applying.

If an infrastructure short-fall is identified after the order is accepted by the carrier and the carrier has commenced works, such as but not limited to, site surveying, build-design and other works, a withdrawal fee will be quoted if the customer wishes to withdraw the order. If proceeding, the works required may be identified by the carrier as contestable (customer can use a third-party licenced technician), or non-contestable (the works can only be completed by the carrier's licenced technicians). This also applies in the case of service relocations.

### Connection Timeframes

Typical installations take 6 and 8 weeks to complete. Timeframes can depend on building management approval and site access.

### Ethernet Speeds

Unlimited On-Net V-Fibre Ethernet is considered a Premium Class of Service, where listed speeds are guaranteed to the NTD. Actual speeds you receive may vary due to a number of factors such as, but not limited to, your equipment, software and internet traffic and fibre transmission overheads.

### 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. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. Please check with Telair for the latest pricing.

### 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).