

### INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your Ethernet Access Fibre Standard Unlimited 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 or 48 months. This is dependent on your chosen speed and minimum monthly charge below.

#### AVAILABILITY

Ethernet Access Fibre is only available to valid ABN holders located at a fully qualified address.

#### 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 zone your service is located in, which is determined by Telstra. It also depends on the access speed and minimum term chosen. Pricing below is based on Route 1. Other Routes attract higher monthly charges.

Minimum Monthly Charge over the term		
Speed	36 Months	48 Months
20/20 Mbps	\$349 Min. cost over term \$12,564	\$329 Min. cost over term \$15,792
50/50 Mbps	\$349 Min. cost over term \$12,564	\$329 Min. cost over term \$15,792
100/100 Mbps	\$349 Min. cost over term \$12,564	\$329 Min. cost over term \$15,792
200/200 Mbps	\$399 Min. cost over term \$14,364	\$379 Min. cost over term \$18,192
500/500 Mbps	\$599 Min. cost over term \$21,564	\$579 Min. cost over term \$27,792
1000/1000 Mbps	\$879 Min. cost over term \$31,644	\$829 Min. cost over term \$39,792

All pricing in this document is GST exclusive.

You may change your access speed once per month (excludes downgrades within the minimum term). There is a charge of \$499 to change the access speed on your service.

#### CONNECTION CHARGES

There is no connection fee for this service if the connection is scheduled for installation during business hours. Should you require installation outside of standard business hours, we will provide a quote.

#### EARLY TERMINATION & ORDER WITHDRAWAL

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 charge multiplied by the months remaining in your contract term. You must provide 30 days' written notice to us to disconnect a service. Service orders withdrawn before order completion but after order

acceptance will incur a service withdrawal charge to be quoted at time of withdrawal. This may be the full ETF, depending on how far the order has progressed.

### OTHER INFORMATION

#### 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 charge 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).

#### CONNECTION TIMEFRAMES

Typical installations take 6 to 8 weeks to complete. Exact timeframes can vary due to and not limited to unforeseen issues with civil and on-site work, building management approval, site access, and force majeure events. Updates and timeframes will be provided to you throughout the progress of your order.

#### ETHERNET SPEEDS

Actual speeds you will receive may vary due to a number of factors such as the network connecting the exchange, your equipment, software and internet traffic, and fibre transmission overheads. Speeds on this service type (Standard) are considered best effort and not guaranteed (0:1 CIR:PIR).

#### 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. 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).



SD-WAN



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