Business DSL Executive 250 (Aug2016)

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Business DSL Executive 250** plan. It covers things like the length of your contract and how much you need to pay each month.

MINIMUM TERM

The minimum term of the plan is **12 months**.

WHAT'S INCLUDED AND EXCLUDED?

Your DSL service includes:

• **A Static IP Address**
• **A 250GB Monthly Data Allowance**
• **An Annex A Connection**

As you are on a non-shaped plan, your speed will not be shaped once you have reached this allowance. You will instead be charged $5.50 per excess GB over your included allowance.

Your data allowance resets at the beginning of each new billing period.

INFORMATION ABOUT PRICING

• Your minimum monthly charge is **$89.95** per month
• Cost per GB **$0.3598**
• The minimum amount you'll pay over the 12 month term is **$1079.40**

CONNECTION CHARGES

If you already have an active ADSL service, you may be eligible for a "fast churn". This means we can connect your service quicker than normal and without any connection fees.

If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. If your premises does not or has never had an ADSL connection, we will waive the connection fee on a 12 month contract.

Naked DSL services are unable to be fast churned and will be activated as a new service.

EARLY TERMINATION

If you cancel or move your DSL service to another provider, or it is disconnected for any reason within the minimum term, you will be charged an Early Termination Fee (ETF). This will be calculated as your minimum monthly charge multiplied by the months remaining in your contract term.

OTHER INFORMATION

AVAILABILITY

ADSL2+ and Naked DSL (Annex A and Annex M) are not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbpbs at selected exchanges where ADSL2+ and/or Naked DSL are available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

Annex M ADSL2+ and Naked DSL services have a maximum theoretical speed of up to 20Mbps/3Mbps at selected exchanges.

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your DSL service on the date you ask for, but this might not always be possible.

If there has been a previous working ADSL+ service at your property and we can Fast Churn it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within three working days of your request. If this isn't possible, then we aim to connect your service within five to fifteen working days, depending on your location.

BROADBAND SPEEDS

Actual speeds you will receive will vary due to a number of factors, such as your distance from the exchange, the network connecting the exchange, your software and equipment (such as Wifi modems or network extenders etc) and Internet traffic. For more information on broadband technologies and the factors that can influence the performance of your broadband service, please visit https://www.commsalliance.com.au/BEP.

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. Bills will be emailed as part of our commitment to protecting the environment.

WE'RE HERE TO HELP

If you have any questions, just call us on 1800 835 247 so we can serve you better. You can also 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.