

# CRITICAL INFORMATION SUMMARY

## IP Voice Multi-Line *Unlimited Plans*

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

IP Voice Multi-Line provides your business with office phone services delivered via an internet connection to your existing on-site PABX.

#### MINIMUM TERM

The minimum term of this plan is **24 months**. Discounts are available for 36 Month, 48 Month and 60 Month contract terms, see table below.

#### MINIMUM ACCESS REQUIREMENTS

In order to access the Service, you will need an internet connection with a minimum of 100/100Kbps of available bandwidth per simultaneous call, with no packet loss, and a ping of less than 150 ms. You will also need an IP enabled handset or soft-phone client, and may need extra hardware depending on your requirements e.g. router and switches.

### INFORMATION ABOUT PRICING

CALLS & OTHER CHARGES	COST
Calls to IP Voice Multi-Line numbers (on the same account)	Included
Calls to Local & National Numbers	Included
Calls to Australian Mobile Numbers	Included
Calls to 13/1300 Numbers	Included
Calls to International Destinations and Premium Services	Excluded: Contact us for rates
IP Voice Line Fee (includes 1 concurrent call per line/channel)	Pricing varies per number of lines. See table below.
Setup Fee	24 Months: \$150   36/48/60 Months: Free
Number Porting - Optional	POA

Monthly cost per line over the minimum term				
Lines	24 Months	36 Months	48 Months	60 Months
2-9	\$70 Minimum cost over term \$3,510	\$65 Minimum cost over term \$4,680	\$60 Minimum cost over term \$5,760	\$55 Minimum cost over term \$6,600
10-25	\$65 Minimum cost over term \$15,750	\$60 Minimum cost over term \$21,600	\$55 Minimum cost over term \$26,400	\$50 Minimum cost over term \$30,000
26-35	\$60 Minimum cost over term \$37,590	\$55 Minimum cost over term \$51,480	\$50 Minimum cost over term \$62,400	\$45 Minimum cost over term \$70,200
36+	\$55 Minimum cost over term \$47,670	\$50 Minimum cost over term \$64,800	\$45 Minimum cost over term \$77,760	\$40 Minimum cost over term \$86,400

#### CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers not listed above. Calls are charged per minute block. For these international call rates, please contact Telair.

Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee, these charges are also outside of our control as they are set by the content provider.

#### PORTING

If you wish to transfer any existing telephone numbers to Telair from your current provider, a port request will be required. Port charges are priced on application.

*Committed to delivering what we promise*

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

#### PRICING

All pricing in this document includes GST.

#### EARLY TERMINATION

If you cancel your service or it is disconnected within the minimum contract term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.

#### PROMOTIONS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

### OTHER INFORMATION

#### CONNECTION TIMEFRAMES

The target connection timeframe is usually 5 business days from the date we accept your application. In some cases, however, this might be longer.

Porting single numbers is usually a four to six week turn around (or six to eight weeks for complex ports), however, these are requested once the application form is accepted and this is in tandem with the setup, configuration and rollout of any services.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). 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 or visit our support centre at <https://support.telair.com.au> so we can serve you better. You can also visit us at [www.telair.com.au](http://www.telair.com.au) for additional information, including to access information about service usage.

#### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via 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...



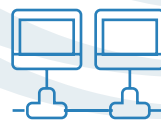
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT

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