

# CRITICAL INFORMATION SUMMARY

## nbn™ Business Failover Bundle Plans

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Telair nbn™ provides your business with an internet connection, delivered over nbn co's network. 4G Failover adds extra redundancy and peace of mind.

#### DATA USAGE

Your nbn™ service includes Unlimited data. This means there are no excess usage fees and your service will not be shaped.

Your 4G Failover service includes unmetered data, restricted solely for use as a limited redundant service in the event your nbn™ service is inoperable, to be used only in the 4G device we provide. It is not to be used in the event of a CPE failure, even if provided by Telair. 4G Failover services will be suspended should we detect usage while your Telair nbn™ service is working correctly or in any third-party devices.

#### MINIMUM TERM

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

### INFORMATION ABOUT PRICING

Plan	Monthly Fee	Data Allowance	Basic Setup Fee	nbn™ Speed Tier Info
nbn™ Business Failover Bundle (n50)	<b>\$159.00</b> <i>Minimum cost over 24 months: \$3,915 36 months: \$5,724</i>	Unlimited	24 Months: \$99 36 Months: \$0	Typical Busy Period Download Speed: 46Mbps
nbn™ Business Failover Bundle (n100)	<b>\$189.00</b> <i>Minimum cost over 24 months: \$4,635 36 months: \$6,804</i>	Unlimited	24 Months: \$99 36 Months: \$0	Typical Busy Period Download Speed: 92Mbps
Unlimited Business SIP Line Addon (1 x Channel)	Add \$20/month to nbn™ monthly fee.	<p>Included Calls: Local, National, and calls to Australian Mobiles.</p> <p>Excluded Calls: Calls to 13/1300 Numbers: 33c per call All International &amp; Premium Calls</p> <p><small>Unlimited Business SIP Line Terms: Excluded calls are charged on top of the Monthly Fee. \$20 Unlimited Business SIP Line is only available when bundled with a Business nbn™ plan listed above, and when used via the Voice port of the router we provide. Fair Use Policy Applies. High Volume Telemarketing is prohibited on this service. For other Business SIP terms, please refer to Business SIP Critical Information Summary at <a href="http://www.telair.com.au/business-sip/">www.telair.com.au/business-sip/</a>.</small></p>		

#### 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.

#### WHAT'S INCLUDED AND EXCLUDED

Your Telair nbn™ Business Failover Bundle plan includes:

- 1 x nbn™ service configured on the speed tier of your choice from the below table
- 1 x Static IP Address (nbn™ service only)
- An unlimited monthly data allowance (nbn™ service only)
- 4G mobile data service with unlimited failover data usage allowance on the Optus mobile network
- nbn™ compatible Internet + 4G LTE + Wi-Fi Router
- Basic remote router management

#### AVAILABILITY

Telair's nbn™ Business Failover Bundle plans are only available to ABN holders residing at premises located in live nbn™ areas, specifically for business use only (including for staff working from home). The 4G Failover service will also only work in areas with sufficient 3G or 4G Optus mobile data coverage. Note: 4G speeds are not available when in 3G only coverage areas.

#### 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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## nbn™ Business Failover Bundle Plans

### 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.

#### 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 the theoretical maximum of your chosen Speed Tier. 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/FTTC services, actual speeds (and faster speed tier eligibility) will be confirmed following service activation. Speeds may be further impacted during co-existence period.

The 4G Failover service speeds and quality are best effort, and are totally reliant on the level of 3G or 4G mobile data coverage in your area, plus network capacity and performance at any given time.

#### NBNCO FAIR USE POLICY

The use of this service is also subject to NBNCo's own Acceptable Use and Fair Use policies.

#### IMPORTANT CONSIDERATIONS

Telair reserves the right to suspend the 4G Failover service if we detect it is in breach of its permitted usage, or if a fault has not been lodged within 1 business day. The 4G Failover SIM card will not be activated until the nbn™ service is active.

#### 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

We will configure, supply and remotely manage all necessary equipment as part of this nbn™ and 4G Failover bundle.

#### 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).