CRITICAL INFORMATION SUMMARY
Business SIP Unlimited
October 2025

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Business SIP provides your business with either a single or multi-channel dedicated phone service, hosted in the Cloud and delivered to you via your internet connection.

MINIMUM SUPPORT REQUIREMENTS

Your solution will be fully supported from end to end only if the service is accessed with handsets or soft-phone clients supplied and configured by us, using **nbn**® or another compatible internet service supplied by Telair to our specifications.

MINIMUM TERM

This service is available on terms of **12, 24 or 36** months.

MINIMUM ACCESS & AVAILABILITY 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 (e.g Telair Small Business **nbn**® or better).

The quality of the service is subject to network and Internet congestion. You will also need an IP enabled handset or soft-phone client for each user, and may need extra hardware depending on your needs e.g. router and switches. Please contact us for a custom solution tailored to your requirements.

This plan is only available to holders of a current and valid ABN.

INFORMATION ABOUT PRICING

Plan	Cost	Call Charges
Business SIP Unlimited • IP Phone, ATA, or Softphone required for use • Includes 1 concurrent call per channel	$44/month per channel Minimum cost over term (months) 12: $702 | 24: $1,104 | 36: $1,656	Calls to: Standard Local, National & Australian Mobile numbers are included. Calls to 13/1300 numbers are $0.33 per call. Note: all non-included call types are charged on top of the monthly fee. Timed calls are billed per 30 seconds.

All pricing in this Critical Information Summary includes GST and does not factor in promotions we may offer from time to time. Priority Assistance is not available on this service. Fair Use Policy Applies. High Volume Telemarketing is prohibited on this service.

OTHER CHARGES

Description	Cost
Direct Indial (DID) Phone Numbers	$2 per DID Number
Telephone Number Porting Porting is the transfer of telephone numbers from another carrier network. Note: charges quoted apply for ports actioned during Business Hours. Contact us for a quote if you require out-of-hours Porting.	CAT-A Requests: Included CAT-C Port Requests: $275 See https://telair.link/porting-landlines for more information about Porting, including rejections, resubmissions, withdrawal and other applicable charges.
Setup Fee	$150 (waived on 24 month terms and higher)

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.

CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers. Contact us for Business SIP international rates. Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee. These charges are outside of our control as they are set by the content provider.

OTHER INFORMATION

CONNECTION TIMEFRAMES

Due to the complexity with this product and the steps involved with setting up and configuring the service, the minimum connection timeframe is usually between 5 and 20 business days from the date we accept your application. In some cases, however, this can be sooner.

Porting single numbers is usually a 2 to 6 week turn around (or 6 to 8 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 systems and hardware.

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, plus 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 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 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. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

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