

## INFORMATION ABOUT THE SERVICE

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

### MINIMUM TERM

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

### AVAILABILITY

Telair Metro Fibre is only available to valid ABN holders located at qualified addresses in Sydney or Melbourne CBD. Services are for private business use only and may not be resupplied, resold or used for connection between Data Centres.

### 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
- 1:1 contention ratio & 99.95% uptime commitment
- Symmetrical speeds

## INFORMATION ABOUT PRICING

The monthly charge depends on the access speed and minimum term you select as outlined in the table below.

Speed	Monthly Fee	Setup Fee
1000/1000Mbps	<b>\$499</b> <i>Min. cost over term (months): 24: \$13,975, 36: \$17,964</i>	24 Months: \$1,999 36 Months: \$0.00
2000/2000Mbps	<b>\$749</b> <i>Min. cost over term (months): 24: \$19,975, 36: \$26,964</i>	
5000/5000Mbps	<b>\$1199</b> <i>Min. cost over term (months): 24: \$30,775, 36: \$43,164</i>	
10,000/10,000Mbps	<b>\$1,999</b> <i>Min. cost over term (months): 24: \$49,975, 36: \$71,964</i>	

All pricing contained herein is GST exclusive and does not factor in promotional discounts we may offer from time to time.

### INSTALLATION CHARGES

The listed setup fee includes standard setup during standard Business Hours (9AM - 5PM, Mon to Fri - Excluding public holidays). Complex or non-standard setup is POA.

### 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 charge multiplied by the months remaining in your contract term.

You must provide 30 days' written notice to us to disconnect a service.

## OTHER INFORMATION

### RELOCATION, SERVICE CHANGE & WITHDRAWAL FEES

- Relocations within the same building, or to a new premises on the Telair Metro Fibre network are POA and are only available subject to approval on a case-by-case basis.
- Service speed upgrades are available on request and can only be actioned once per month. Downgrades attract a one-off charge of \$300 per request and are not available within the Minimum Term.
- Withdrawal Charges:
  - Order placed and accepted by Telair or within 5 business days of order - \$1,500
  - Installation of service commenced or within 15 days of order - \$3,000
  - Service is ready for handover or within 20 days of order, but before the service is deemed by Telair as connected - \$5,000

### CONNECTION TIMEFRAMES

Installations to on-net buildings typically take 20 to 50 business days to complete. Timeframes can depend on building management approval and site access.

### ETHERNET SPEEDS

Telair Metro Fibre plans are delivered using a Premium Grade of Service (GoS). Speeds using this GoS are symmetrical and are considered guaranteed up to the network demarcation point, which is the Network Terminating Device. Speeds can be affected, within reason, by many factors such as, but not limited to; network utilisation, your equipment, software and internet traffic and fiber-optic transmission overheads. Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

### 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).