CRITICAL INFORMATION SUMMARY
nbn Enterprise Ethernet (Direct Connect)
November 2026

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

business nbn® Enterprise Ethernet (nbn® EE) is a business-grade Fibre Ethernet service, delivered from an NBN Co Fibre Access Node (FAN) directly to the premises.

MINIMUM TERM

The minimum term available is 12, 24, and 36 months.

WHAT'S INCLUDED AND EXCLUDED

Your plan includes:

- 1 x Static IP Address
- Unlimited Internet Usage
- eSLA: Enhanced 12 (Bronze Support Pack)

INFORMATION ABOUT PRICING

Minimum Monthly Charge and Total Minimum Cost over Term by Zone, Speed and Class of Service (CoS):

Class of Service	250Mbps		500Mbps		1000Mbps	
	CBD	Zone 1	CBD	Zone 1	CBD	Zone 1
Low CoS (Direct Connect)	$399 Min. total cost 12 mths: $9,788 24 mths: $10,826 36 mths: $14,364	$499 Min. total cost 12 mths: $10,988 24 mths: $13,226 36 mths: $17,964	$469 Min. total cost 12 mths: $10,628 24 mths: $12,506 36 mths: $16,884	$569 Min. total cost 12 mths: $11,828 24 mths: $14,906 36 mths: $20,484	$699 Min. total cost 12 mths: $13,388 24 mths: $18,026 36 mths: $25,164	$799 Min. total cost 12 mths: $14,588 24 mths: $20,426 36 mths: $28,764
High CoS (Direct Connect)	$499 Min. total cost 12 mths: $10,988 24 mths: $13,226 36 mths: $17,964	$599 Min. total cost 12 mths: $12,188 24 mths: $15,626 36 mths: $21,564	$619 Min. total cost 12 mths: $12,428 24 mths: $16,106 36 mths: $22,284	$719 Min. total cost 12 mths: $13,628 24 mths: $18,506 36 mths: $25,884	$989 Min. total cost 12 mths: $16,868 24 mths: $24,986 36 mths: $35,604	$1,089 Min. total cost 12 mths: $18,068 24 mths: $27,386 36 mths: $39,204
Basic Installation Charge: 12 Months: $5,000 | 24 Months: $1,250 | 36 Months: FREE						

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

CONNECTION CHARGES

Free Basic Installation Charge applies for service activation during standard Business Hours (9AM - 5PM, Mon to Fri - Excluding public holidays).

Should you require installation outside of standard business hours, we will provide a quote.

BUILD CHARGES

Your order may be subject to an additional charge for works should there be insufficient infrastructure in place. As this can only be determined at point of placing the order, your consent will be obtained before the order proceeds. If Telair determine a build charge is applicable before the order is accepted by the carrier, you may withdraw the order without a withdrawal fee applying.

If an infrastructure short-fall is identified after the order is accepted by the carrier and the carrier has commenced works, such as but not limited to, site surveying, build-design and other works, a withdrawal fee will be quoted if the customer wishes to withdraw the order.

If proceeding, the works required may be identified by the carrier as contestable (customer can use a third-party licenced technician), or non-contestable (the works can only be completed by the carrier's licenced technicians).

EARLY TERMINATION & DISCONNECTION TIMEFRAMES

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 the minimum monthly charge multiplied by the months remaining in your contract. Any discounted hardware and installation charges for this service will also be payable upon cancellation at the full, undiscounted rate. You must provide 30 days' written notice to us to disconnect a service.

RELOCATION, SERVICE CHANGES & WITHDRAWAL FEES

- Relocations to another premises are available with no Early Termination Fee, provided the service is available at the new address and a new 36 month term is signed from the relocation date. Installation at the new premises is included. Any fibre build costs will be quoted before proceeding.
- Service speed upgrades are available during the minimum term but may only be actioned once per month.
- Service speed downgrades are not available during the minimum term.
- Services withdrawn before order completion but after order acceptance will incur a service withdrawal charge. This charge is determined by the stage your order has reached—Planning Stage: $750, Design Stage: $2,050, Build/Pre-delivery Stage: $15,000.


Business Data


SD-WAN


Hosted Voice


Managed IT


Security


5G Mobile

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OTHER INFORMATION

AVAILABILITY

Telair nbn® Enterprise Ethernet (Direct Connect) is only available to ABN holders located at fully qualified premises within the NBN Co national network footprint, with connectivity to an NBN Co Fibre Access Node (FAN) located in a Telair Directly Connected NBN Co Point of Internet (POI). A service qualification will be required prior to connection, to determine availability.

SERVICE CLASS EXPLAINED

Low CoS (0:1 Contention Ratio):
Speeds are best effort only and are not guaranteed. This type of network data performance is designed for applications that are not time-sensitive such as social media, internet access and email.

Speeds can be affected, within reason, by many factors such as, but not limited to; network utilisation, your equipment, software and internet traffic, and fibre transmission overheads.

High CoS (1:1 Contention Ratio):
Speeds are guaranteed to the network boundary point. All data allocated to this class of service is given priority across the nbn® network over best efforts residential and business traffic.

Speeds can be affected, within reason, by many factors such as, but not limited to; network utilisation, your equipment, software and internet traffic, and fibre transmission overheads.

SUPPORT PACKS

This service includes the following support pack:

• Enhanced-12 (Bronze), with 12 Business Hour fault restoration*

**Metro areas only. 26 business hours for Regional areas and 40 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.*

Silver and Gold Support Packs are available, providing 99% and 99.95% uptime guarantees, respectively.

• Silver Support: $81.82 p/m (ex. GST) – 8-hour eSLA, 24/7
• Gold Support: $127.27 p/m (ex. GST) – 4-hour eSLA, 24/7

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.
Telair, through NBN Co, will provide a Network Terminating Device (NTD) to facilitate your connection to the nbn® network. This NTD is owned by NBN Co and must remain on the premises upon termination of the service. If the NTD is removed, we will apply a charge up to the full retail value of the device. An incorrect callout fee may also be charged if a Telair or NBN Co installer attends your site for the scheduled installation of the NTD and the site is not ready for installation.

CONNECTION TIMEFRAMES

Typical installations take 6 to 18 weeks to complete, depending on the level of work required. Exact timeframes can vary due to and not limited to unforeseen issues with civil and on-site work, building management approval, site access, and force majeure events. Updates and timeframes will be provided to you throughout the progress of your order. Increased lead times may apply for non-standard installations.

FAULTS

We may charge an Incorrect Callout Fee or Fee for Service where a fault is lodged for this service or any associated Additional Services and: we or a supplier visit your premises and find no fault with the service; we or a supplier visit your premises and a fault is deemed to be with your own network or equipment; or, the technician cannot physically access your premises at the arranged time.

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 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.

PREFER TO MANAGE THINGS ONLINE?

Access and manage your Telair services through our Customer Portal, or visit our Support Centre for help when you need it:

Customer Portal	Support Centre
portal.telair.com.au	support.telair.com.au

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