

### 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 terms available are **12, 24 and 36 months**.

#### WHAT'S INCLUDED AND EXCLUDED

Your plan includes:

- Low Class of Service (CoS)
- 1 x Static IP Address
- Unlimited Internet Usage
- 99.95% Uptime Commitment
- Premium-12 Service Level Commitment

### INFORMATION ABOUT PRICING

Minimum Monthly Charge and Total Minimum Cost over Term by Zone, Speed and Term:

Term	250Mbps		500Mbps		1000Mbps	
	CBD	Zone 1	CBD	Zone 1	CBD	Zone 1
<b>12 Months</b>	<b>\$539</b> Min. total cost: \$11,468	<b>\$689</b> Min. total cost: \$13,268	<b>\$689</b> Min. total cost: \$13,268	<b>\$829</b> Min. total cost: \$14,948	<b>\$969</b> Min. total cost: \$16,628	<b>\$1,109</b> Min. total cost: \$18,308
<b>24 Months</b>	<b>\$539</b> Min. total cost: \$14,186	<b>\$689</b> Min. total cost: \$17,786	<b>\$689</b> Min. total cost: \$17,786	<b>\$829</b> Min. total cost: \$21,146	<b>\$969</b> Min. total cost: \$24,506	<b>\$1,109</b> Min. total cost: \$27,866
<b>36 Months</b>	<b>\$539</b> Min. total cost: \$19,404	<b>\$689</b> Min. total cost: \$24,804	<b>\$689</b> Min. total cost: \$24,804	<b>\$829</b> Min. total cost: \$29,844	<b>\$969</b> Min. total cost: \$34,884	<b>\$1,109</b> Min. total cost: \$39,924
<b>Basic Installation Charge:</b> 12 Months: \$5,000   24 Months: \$1,250   36 Months: FREE						

#### CONNECTION CHARGES

A \$5,000 Basic installation Charge applies for service activation during standard Business Hours (9AM - 5PM, Mon to Fri - Excluding public holidays). This is reduced to \$1,250 on a 24-Month contract, and waived in entirety on a 36-Month contract.

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.

#### PRICING & PROMOTION INFORMATION

All pricing on this Critical Information Summary is exclusive of GST unless otherwise noted, and does not factor in any promotional offers.

#### RELOCATION, SERVICE CHANGES & WITHDRAWAL FEES

- All relocations are POA.
- 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 to be quoted at time of withdrawal. This may be the full ETF, depending on how far the order has progressed.



SD-WAN



Private Networks



Internet



Hosted Voice



Data



Managed IT

## OTHER INFORMATION

### AVAILABILITY

Telair nbn® EE 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).

### 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.

### PREMIUM ASSURANCE COMMITMENTS

This service includes the following Premium Assurance Option:

- Premium-12: 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.*

### 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](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).



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