



# CRITICAL INFORMATION SUMMARY

## Business nbn® Fixed Wireless Internet

October 2024

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Telair **nbn® Fixed Wireless Internet** provides your business with an internet connection delivered over Fixed Wireless connections on **nbn's** network.

#### DATA USAGE

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

#### MINIMUM TERM

The minimum terms available on this plan are **1, 12, 24 & 36 months**.

#### WHAT'S INCLUDED AND EXCLUDED

Your Telair **nbn®** plan includes:

- **1 x Static IP Address**
- **An unlimited monthly data allowance**

#### AVAILABILITY

Telair Business **nbn®** Internet is only available to ABN holders residing at premises located in serviceable **nbn®** Fixed Wireless areas, specifically for business use only (including for staff working from home).

### INFORMATION ABOUT PRICING

nbn® Speed Tier	Monthly Fee	Activation Fee	Typical Busy Period Speed
n25/5	<b>\$79.00</b> <small>Min. cost over term (months) 1: \$79; 12: \$948; 24: \$1,896; 36: \$2,844</small>	<b>Basic Activation: \$0</b>	24Mbps
n75/10	<b>\$89.00</b> <small>Min. cost over term (months) 1: \$89; 12: \$1,068; 24: \$2,136; 36: \$3,204</small>		48Mbps
n250/20 High-Speed	<b>\$109.00</b> <small>Min. cost over term (months) 1: \$109; 12: \$1,308; 24: \$2,616; 36: \$3,924</small>		90Mbps
n400/40 High-Speed	<b>\$119.00</b> <small>Min. cost over term (months) 1: \$119; 12: \$1,428; 24: \$2,856; 36: \$4,284</small>		120Mbps

#### PRICING

All pricing in this document includes GST, and is subject to the annual CPI pricing adjustment from nbn co, which takes effect each year on 1 July as part of their Special Access Undertaking (SAU).

#### SERVICE AND PLAN CHANGES

You may upgrade your speed tier once per month. You cannot downgrade your speed tier or plan while within contract term. You must provide 30 days' written notice to us to disconnect a service.

#### SERVICE RELOCATION

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.

#### 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.

#### NTD LIMITATIONS

When High-Speed NBN Fixed Wireless services are ordered to a premises that requires an existing W-NTD to be upgraded, 1-month terms are not supported.

#### SUBSEQUENT INSTALLATION FEE

A Subsequent Installation Fee of \$299 may also be charged by nbn 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.

#### 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

### NBN CO FAIR USE POLICY

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

### CONNECTION TIMEFRAMES

Typical installations take between 1 day and 4 weeks to complete. Timeframes can depend on service class, building management approval, site access and **nbn**® technology type.

### EQUIPMENT

You may use your own modem/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 for purchase.

### 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 **nbn**'s network.

### 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. Bills will be emailed to your nominated billing contact 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 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).

## Talk to us about...



Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT

**nbn**®, **nbn** co and other **nbn**® logos and brands are registered trade marks of **nbn** co limited and used under licence.