CRITICAL INFORMATION SUMMARY

Small Business Neoloop Internet

November 2026

SERVICE DESCRIPTION

Telair **Small Business Neoloop** Internet provides your business with an internet connection delivered over **Neoloop**'s network (previously named VostroNet).

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 **Neoloop** plan includes:

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

AVAILABILITY

Telair **Small Business Neoloop** Internet is only available to ABN holders residing at premises located in live **Neoloop** areas, specifically for business use only (including for staff working from home).

INFORMATION ABOUT PRICING

Neoloop Speed Tier	Monthly Charge	Typical Busy Period Speed	Minimum Charge (Months)
Business Value Plans			
25/10	$83.00	25/9Mbps	1: $83 I 12: $996 I 24: $1,992 I 36: $2,988
50/20	$95.00	50/18Mbps	1: $95 I 12: $1,140 I 24: $2,280 I 36: $3,420
500/50	$99.00	500/42Mbps	1: $99 I 12: $1,188 I 24: $2,376 I 36: $3,564
1000/100	$129.00	876/92Mbps	1: $129 I 12: $1,548 I 24: $3,096 I 36: $4,644
Business Pro Plans			
250/100	$114.00	250/92Mbps	1: $114 I 12: $1,368 I 24: $2,736 I 36: $4,104
1000/400	$160.00	876/340Mbps	1: $160 I 12: $1,920 I 24: $3,840 I 36: $5,760

Note: Some speed tiers are only available in limited areas and are subject to service qualification. Typical evening speeds mentioned are not a guaranteed minimum. Actual speeds may differ from maximum achievable speeds due to various factors.

VOSTRONET SPECIFIC CHARGES

The following charges may also be applicable for new services on the Neoloopnetwork. We will advise you before connecting your service, should these apply.

New Development Charge: $300
This charge may apply if your premises is identified by Neoloop as being within the site boundary of a new development (including, but not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address).

Complex Installation Fee: $220/hr (in business hours)
This charge may be applicable where there is insufficient infrastructure available, or where the installation is deemed non-standard by Neoloop. +$110/hour surcharge applies after hours or if requested as an Emergency Install.

PRICING, TAX, AND ADJUSTMENTS

All pricing in this document includes GST, and is subject to the annual CPI pricing adjustment from VostroNet which takes effect each year on 1 July.

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, plus the cost of any hardware devices supplied in connection with promotional offers made from time to time.

SERVICE RELOCATIONS

Service relocations attract a $150 charge. Services relocating within a minimum term will require re-contracting at the new premises at the same minimum term length. Other Neoloop specific charges may also apply at the new premises. If an equivalent service (e.g nbn) is available at the new address at the same monthly price, no ETF will apply. If no equivalent service is available at the new address, a full ETF will apply.

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.

Business Data | SD-WAN | Hosted Voice | Managed IT | Security | 5G Mobile

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INFORMATION ABOUT PRICING (cont...)

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

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 VostroNet, will provide a Network Terminating Device (NTD) to facilitate your connection to the Vostronet network. This NTD is owned by Neoloop 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 VostroNet installer attends your site for the scheduled installation of the NTD and the site is not ready for installation. Note: Neoloop NTDs may also contain legacy VostroNet branding.

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 **Neoloop** 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).

Actual speeds (and faster speed tier eligibility) will be confirmed following service activation.

CONNECTION TIMEFRAMES

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

VOSTRONET FAIR USE POLICY

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

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 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.

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
portal.telair.com.au

Support Centre
support.telair.com.au

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