

### SERVICE DESCRIPTION

Telair **Small Business VostroNet** Internet provides your business with an internet connection delivered over **VostroNet**'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 **VostroNet** plan includes:

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

### AVAILABILITY

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

## INFORMATION ABOUT PRICING

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

## 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 VostroNet 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.

### 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 **VostroNet** 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 **VostroNet'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](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).



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