

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Telair's Telstra Business Internet (TBI) provides your business with a business grade internet connection, delivered using Telstra fibre infrastructure.

#### MINIMUM TERM

The minimum terms available are **12, 24, 36, 48 and 60 months**.

#### AVAILABILITY

TBI is only available to valid ABN holders located at a fully qualified address. Services are for private business use only and may not be resold or used for connection between Data Centres.

#### WHAT'S INCLUDED AND EXCLUDED

Your plan includes:

- 1 x Static IP Address
- Symmetrical Speeds
- Unlimited Internet Usage
- 99.95% Uptime Commitment
- 1:1 Contention Ratio

#### SPEED CONSIDERATIONS

Availability of plans above 1000Mbps is subject to case-by-case assessment of network and backhaul capacity, in addition to the network terminating device used to access the service.

### INFORMATION ABOUT PRICING

| Term                              | 200Mbps                            | 500Mbps                            | 1000Mbps                             | 2000Mbps                             | 5000Mbps                             | 10,000Mbps                            |
|-----------------------------------|------------------------------------|------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|
|                                   | Minimum Monthly Charge             |                                    |                                      |                                      |                                      |                                       |
| 12 Months<br>Install Fee: \$3,000 | \$569<br>Min. total cost: \$9,828  | \$669<br>Min. total cost: \$11,028 | \$1,059<br>Min. total cost: \$15,708 | \$1,289<br>Min. total cost: \$18,468 | \$1,789<br>Min. total cost: \$24,468 | \$2,419<br>Min. total cost: \$32,028  |
| 24 Months<br>Install Fee: \$1,500 | \$549<br>Min. total cost: \$14,676 | \$629<br>Min. total cost: \$16,596 | \$1,009<br>Min. total cost: \$25,716 | \$1,219<br>Min. total cost: \$30,756 | \$1,699<br>Min. total cost: \$42,276 | \$2,299<br>Min. total cost: \$56,676  |
| 36 Months<br>Install Fee: \$0     | \$519<br>Min. total cost: \$18,684 | \$599<br>Min. total cost: \$21,564 | \$949<br>Min. total cost: \$34,164   | \$1,159<br>Min. total cost: \$41,724 | \$1,609<br>Min. total cost: \$57,924 | \$2,179<br>Min. total cost: \$78,444  |
| 48 Months<br>Install Fee: \$0     | \$489<br>Min. total cost: \$23,472 | \$569<br>Min. total cost: \$27,312 | \$899<br>Min. total cost: \$43,152   | \$1,089<br>Min. total cost: \$52,272 | \$1,519<br>Min. total cost: \$72,912 | \$2,059<br>Min. total cost: \$98,832  |
| 60 Months<br>Install Fee: \$0     | \$469<br>Min. total cost: \$28,140 | \$549<br>Min. total cost: \$32,940 | \$869<br>Min. total cost: \$52,140   | \$1,059<br>Min. total cost: \$63,540 | \$1,479<br>Min. total cost: \$88,740 | \$1,999<br>Min. total cost: \$119,940 |

#### CONNECTION CHARGES

There is a \$3,000 basic installation charge for this service. When taking the service on a 24-month term, a 50% discount to this basic installation charge is applied; on a 36-month term or longer, a 100% discount is applied.

The basic installation charge includes standard setup during standard Business Hours (9AM - 5PM, Mon to Fri - Excluding public holidays). Complex or non-standard setup is POA.

#### 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 and any associated add-ons 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 CHANGE & WITHDRAWAL FEES

- Relocations within the same building or to a different building 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.

#### 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.



Business Data



SD-WAN



Hosted Voice



Managed IT



Security



5G Mobile

## OTHER INFORMATION

### 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 determines 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).

### 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.

### 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. Not all devices are compatible with higher-speed plans.

Ask us for information on approved routers. Alternatively you may purchase your router from us. Please check with Telair for the latest pricing.

### SERVICE SPEEDS

Telstra Business Internet Premium services are delivered using a Premium Class of Service (CoS). Speeds using this Service Class are symmetrical and are considered guaranteed (1:1 CIR:PIR) up to the network demarcation point, which is the Network Terminating Device.

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.

### 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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