

### INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your TPG FAST Fibre plan. It covers things like the length of your contract and how much you need to pay each month.

#### MINIMUM TERM

The minimum term is either 36 or 48 months.

#### AVAILABILITY

TPG FAST Fibre is only available to valid ABN holders located at a fully qualified address.

#### WHAT'S INCLUDED AND EXCLUDED?

Your service includes:

- Aggregated symmetrical fibre connection configured on your chosen Speed Tier
- Minimum of 1 service location connecting up to a maximum of 4 discrete products per service
- Unlimited Internet usage
- No excess usage or bandwidth shaping
- 99.95% uptime guarantee SLA

#### SERVICE LIMITATIONS/EXCLUSIONS:

Your service:

- May not be resold and is for private, single End Customer business use only
- May not be used for connection between Data Centres
- Is provisioned at the ordered bandwidth and cannot burst

### INFORMATION ABOUT PRICING

The Minimum Monthly Charge depends on the Speed Tier & Minimum Term you choose. All pricing excludes GST and is based on 1 discrete product (e.g Unlimited Data configuration). Additional discrete product splits are POA.

Minimum Monthly Charge over the Minimum Term			
Speed Tier	Install Fee	36 Months	48 Months
Fibre250	\$0	\$349 Minimum cost over term \$12,564	\$349 Minimum cost over term \$16,752
Fibre500		\$399 Minimum cost over term \$14,364	\$399 Minimum cost over term \$19,152
Fibre1000		\$699 Minimum cost over term \$25,164	\$699 Minimum cost over term \$33,552
Fibre2000		\$999 Minimum cost over term \$35,964	\$999 Minimum cost over term \$47,952

Any pricing contained herein does not factor in promotional discounts we may offer from time to time.

#### 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 charge multiplied by the months remaining in your contract term. You must provide 30 days' written notice to us to disconnect a service.

#### ORDER WITHDRAWAL & RELOCATION FEES

Order withdrawal fees apply per the terms and conditions of your service, up to the full monthly fees multiplied by the months remaining. See your service application form and Telair's Standard Form of Agreement (SFOA) for more information.

Relocation Fees relate to how we handle ETFs on a service cancelled as a result of a relocation:

- Relocation within the same building or a new building on the same access network are POA
- Relocation to a new building on a different access network are not supported and attract full ETFs



SD-WAN



Private Networks



Internet



Hosted Voice



Data



Managed IT

## OTHER INFORMATION

### AVAILABILITY

TPG FAST Fibre is limited to TPG FAST Fibre on-net buildings and your address must be pre-qualified before a quotation can be provided.

### CONNECTION TIMEFRAMES

Typical installations take 6 to 8 weeks to complete. Timeframes can depend on building management approval and site access.

### ETHERNET SPEEDS

Actual speeds you will receive will vary due to a number of factors such as your the network connecting the exchange, your equipment, software and internet traffic. Transmission overheads will also slightly reduce the speeds you will receive. Whilst we classify these speeds as being guaranteed, the above factors must be considered.

Each speed tier can be aggregated between up to four discrete products up to the maximum total speed for that Speed Tier.

E.g. if choosing 2000Mbps, one product can be allocated 200Mbps, a second can be allocated 100Mbps, and a third can be allocated at 1700Mbps totalling 2000Mbps (additional charges apply - POA). Or use the entire 2000Mbps bandwidth for use with one Unlimited Data service.

TPG FAST Fibre can be split up for use as an Unlimited Internet connection, or as a Private IP network connection (Private IP network connection bandwidth may not exceed 1000Mbps).

### SPEED UPGRADES & DOWNGRADES

- Service speed upgrades are available during the minimum term but may only be actioned once per month.
- Speed upgrades above 1000Mbps are not supported. A new service order is required to achieve these speeds.
- Service speed downgrades are not available during the minimum term.

### EQUIPMENT

You will need to use a separate router to ensure the service is used with maximum efficiency and compatible with your chosen Speed Tier. Contact us for recommendations and pricing options, or buy through your preferred supplier.

### 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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