CRITICAL INFORMATION SUMMARY
Vocus Fast Fibre
November 2026

INFORMATION ABOUT THE SERVICE

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

WHAT'S INCLUDED & EXCLUDED?

Your Fast Fibre 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 with no excess usage or shaping
- 99.95% uptime guarantee SLA

Your Fast Fibre 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

MINIMUM TERM

The minimum terms available on this plan are:
12, 24, 36 & 48 months.

AVAILABILITY

Vocus Fast Fibre is only available to valid ABN holders located at qualified addresses.

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. Pricing listed herein does not factor in promotional discounts we may offer from time to time.

Speed	Monthly Fee	Setup Fee
250/250Mbps	48 Months: $339 | All other terms: $349 *Minimum cost over term (months): 12: $9,188, 24: $9,626, 36: $12,564, 48: $16,272*	12 Months: $5,000 24 Months: $1,250 36+ Months: $0.00
500/500Mbps	48 Months: $389 | All other terms: $399 *Minimum cost over term (months): 12: $9,788, 24: $10,826, 36: $14,364, 48: $18,672*	
1000/1000Mbps	48 Months: $639 | All other terms: $649 *Minimum cost over term (months): 12: $12,788, 24: $16,826, 36: $23,364, 48: $30,672*	

INSTALLATION CHARGES

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

EARLY TERMINATION & DISCONNECTIONS

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 also 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

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OTHER INFORMATION

AVAILABILITY

Vocus Fast Fibre is limited to Vocus 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.

For example, with a 1000Mbps service, bandwidth can be split across multiple products, such as 200Mbps for one, 100Mbps for another and 700Mbps for a third, totalling 1000Mbps (additional charges apply, POA). Alternatively, the full 1000Mbps can be allocated to a single Unlimited Data service.

Vocus 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).

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.

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.

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 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.

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:

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