

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Telair **VostroNet Business 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 Internet** plan includes:

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

AVAILABILITY

Telair 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).

VostroNet Speed Tier	Monthly Fee	Setup Fee	Typical Busy Period Speed
50/20	\$93.00 <i>Min. cost over term (months)</i> 1: \$93; 12: \$1,116; 24: \$2,232; 36: \$3,348	Basic Setup: \$0	50Mbps
100/40	\$109.00 <i>Min. cost over term (months)</i> 1: \$109; 12: \$1,308; 24: \$2,616; 36: \$3,924		100Mbps
250/100	\$149.00 <i>Min. cost over term (months)</i> 1: \$149; 12: \$1,788; 24: \$3,576; 36: \$5,364		250Mbps
1000/400	\$209.00 <i>Min. cost over term (months)</i> 1: \$209; 12: \$2,508; 24: \$5,016; 36: \$7,524		800Mbps

PRICING

All pricing includes GST, and does not take into account any promotional discounts or custom offers. Pricing is subject to an annual CPI pricing adjustment from VostroNet, which takes effect each year on 1 July.

VOSTRONET SPECIFIC CHARGES

The following charges may also be applicable for services connected to the VostroNet network. We will advise you before connecting your service, should these apply.

New Development Charge: \$330

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 (business hours)

This charge may be applicable where there is insufficient infrastructure available, or when the installation is deemed non-standard. +\$110/hour surcharge applies after hours or if requested as an Emergency install.

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.

RELOCATION FEES

Services relocating while in contract will be charged \$150 each and require re-contracting at the new premises at the same minimum term length. VostroNet Specific Charges as outlined in this document may also apply at new premises. If the service is not available at the new location, ETFs will apply as standard.

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.

OTHER INFORMATION

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your service on the date you ask for, however, this might not always be possible. Due to the complex nature of this service, we will aim to connect your service within two to five working days.

SERVICE SPEEDS & USAGE

The speed tier on which your service is configured indicates the maximum possible speed (Mbps) you can receive off-peak. Any typical busy period speeds mentioned indicate speeds you can expect during busy periods (7pm-11pm). They are not guaranteed minimum speeds.

Actual speeds may vary due to a number of factors such as, but not limited to, the destination of the host computer or server you are accessing, the global Internet links between us and Internet destinations, the network that connects from your location to other parts of the country, the performance of your office network, your equipment and software on your computer. Transmission overheads and network congestion may also impact speeds during peak usage times.

Some speed tiers may be unavailable for configuration at certain locations. We will confirm availability prior to connection.

Fair Use and Acceptable Use Policies apply which can be found on our website.

EQUIPMENT

You may use your own modem/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 for purchase.

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.



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