

SERVICE DESCRIPTION

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

- 1 x Static IP Address
- An unlimited monthly data allowance
- nbn® Enhanced SLA (n100/40 plans and higher)

AVAILABILITY

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

INFORMATION ABOUT PRICING

nbn® Speed Tier	Monthly Fee	Activation Fee	Typical Busy Period Speed
n25/10 <i>FTTN, FTTC, FTTB, HFC, FTTP</i>	\$79.00 <i>Min. cost over term (months)</i> 1: \$79; 12: \$948; 24: \$1,896; 36: \$2,844	Basic Activation*: \$0 *Basic Activation provided to MDF in the case of FTTN/FTTC/FTTB. Additional work POA.	24Mbps
n50/20 <i>FTTN, FTTC, FTTB, HFC, FTTP</i>	\$93.00 <i>Min. cost over term (months)</i> 1: \$93; 12: \$1,116; 24: \$2,232; 36: \$3,348		48Mbps
n100/40 <i>FTTN, FTTC, FTTB, HFC, FTTP</i> <i>Includes nbn® Enhanced-12 eSLA</i>	\$109.00 <i>Min. cost over term (months)</i> 1: \$109; 12: \$1,308; 24: \$2,616; 36: \$3,924		98Mbps
n250/100 <i>HFC, FTTP</i> <i>Includes nbn® Enhanced-12 eSLA</i>	\$109.00 <i>Min. cost over term (months)</i> 1: \$109; 12: \$1,308; 24: \$2,616; 36: \$3,924		245Mbps
n500/200 <i>FTTP</i> <i>Includes nbn® Enhanced-4 eSLA</i>	\$149.00 <i>Min. cost over term (months)</i> 1: \$149; 12: \$1,788; 24: \$3,576; 36: \$5,364		490Mbps
n1000/400 <i>FTTP</i> <i>Includes nbn® Enhanced-4 eSLA</i>	\$179.00 <i>Min. cost over term (months)</i> 1: \$179; 12: \$2,148; 24: \$4,296; 36: \$6,444		800Mbps

See next page for Support Pack SLA and inclusions.

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.

SERVICE RELOCATION

Services relocating while in contract will be charged \$150 each and require re-contracting at the new premises at the same minimum term length. Subsequent Install Fee and New Development Surcharge may also apply at new premises. If the service is not available at the new location, a full ETF will apply.

PRICING

All pricing in this document includes GST, and is subject to the annual CPI pricing adjustment from nbn co, which takes effect each year on 1 July as part of their Special Access Undertaking (SAU).

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. The total minimum cost over term is calculated

INFORMATION ABOUT PRICING (cont...)

SUBSEQUENT INSTALLATION FEE

A Subsequent Installation Fee of \$299 may also be charged by nbn in the event sufficient infrastructure is not available or the service is being delivered along-side an existing active **nbn®** connection at the same location. This fee is passed through at cost and is not included in any minimum term discounts or waivers.

NEW DEVELOPMENT SURCHARGE

In April 2016, the federal government announced a New Developments surcharge of \$300 which applies to the first nbn connection at certain premises. This surcharge is passed through at cost and is not included in any minimum term discounts or waivers.

SUPPORT PACKS

This service includes nbn's Enhanced-12 SLA on selected plans (n100/40 and n250/100) and the Enhanced-4 SLA on higher speed plans (n500/200 and n1000/400).

Enhanced SLA's can be added or upgraded for a fee (up to and including 24/7 coverage); please contact us for a quote.

For full details of inclusions and exclusions, please refer to the Internet Service Schedule available on our website: <https://www.telair.com.au/policies/>

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

NBN CO FAIR USE POLICY

The use of this service is also subject to **nbn®**'s own Acceptable Use and Fair Use policies.

CONNECTION TIMEFRAMES

Typical installations take between 1 day and 4 weeks to complete. Timeframes can depend on service class, building management approval, site access and **nbn®** technology type.

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 NBN Co, will provide a Network Terminating Device (NTD) to facilitate your connection to the nbn® network. This NTD is owned by NBN Co 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 NBN Co 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 **nbn®** 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). Refer to the Key Facts Sheet: **nbn®** Broadband document for more information relating to speeds on **nbn®**'s network.

For FTTN/FTTB/FTTC services, actual speeds (and faster speed tier eligibility) will be confirmed following service activation. Speeds may be further impacted during co-existence period.

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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