

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Vocus Internet Express** 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

Vocus Internet Express is only available to valid ABN holders located at a fully qualified address.

WHAT'S INCLUDED AND EXCLUDED?

Your service includes:

- 1 x Static IP Address
- Unlimited internet usage with no peak or off peak restrictions
- No excess usage charges or bandwidth shaping
- Off-Net Internet Access

SERVICE LIMITATIONS/EXCLUSIONS:

Your service:

- May not be resold and is for private, single End Customer business use only (unless Telair provides a written exemption)
- 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 does not factor in promotional discounts we may offer from time to time.

Minimum Monthly Charge over the Minimum Term			
Speed Tier	Install Fee	36 Months	48 Months
250/250Mbps	\$0*	\$349 Minimum cost over term \$12,564	\$349 Minimum cost over term \$16,752
500/500Mbps		\$399 Minimum cost over term \$14,364	\$399 Minimum cost over term \$19,152
1000/1000Mbps		\$699 Minimum cost over term \$25,164	\$679 Minimum cost over term \$32,592
2000/2000Mbps		\$999 Minimum cost over term \$35,964	\$979 Minimum cost over term \$46,992

*No setup fee applies for installations scheduled during standard business hours (9 AM - 5 PM, Mon-Fri, excluding public holidays). For after-hours installations, a quote will be provided. Additional build charges may apply as detailed overleaf.

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 & SERVICE CHANGE 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:

- Relocations within the same building within or outside of the minimum term are POA.
- Relocations to any other premises are not available due to carrier restrictions.
- Service speed changes attract a charge of \$499 each and can only be actioned once per month.
- Service speed downgrades are not available during the minimum term.
- Upgrades to higher speeds during the minimum term are available.
- Withdrawal Charges: services withdrawn before order completion, but after order acceptance, will incur a service withdrawal charge to be quoted at time of withdrawal.



SD-WAN



Private Networks



Internet



Hosted Voice



Data



Managed IT

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 8 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.

ETHERNET SPEEDS

Actual speeds you will receive may vary due to a number of factors such as your access class, the network connecting the exchange, your equipment, software and internet traffic and fibre transmission overheads. Whilst we classify these speeds as being guaranteed to the Network Terminating Device (NTD), the above factors must be considered.

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.

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.



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