



Managed IT: Service Schedule

Introduction

Welcome to Telair's Managed IT Service Schedule. This document provides a comprehensive overview of our offerings, detailing the scope of services, associated costs, and the terms governing our engagement. It serves as the foundation of our partnership, ensuring transparency and alignment with your business needs.

Telair is dedicated to delivering IT solutions that combine flexibility, reliability, and cutting-edge technology to support your unique business requirements. This schedule is an integral part of our service agreement, outlining the framework for how we collaborate to manage and support your IT environment effectively.

The service schedule covers essential details such as service inclusions and exclusions, billing information, rates, hours of support coverage, and the full terms and conditions. Designed with clarity and confidence in mind, it ensures a seamless IT management experience tailored to your organisation. Please note that this document is **Commercial in Confidence** and intended solely for the recipient. Sharing its contents with third parties is strictly prohibited without Telair's explicit written consent. Should you have any questions or require further clarification, our team is always ready to assist. Thank you for choosing Telair as your trusted IT partner—we look forward to supporting your success.

Product Summary

Telair's Managed IT program offers a dynamic array of solutions to meet diverse IT requirements, featuring our Fully Managed IT package for comprehensive outsourcing services and ad-hoc “break-fix” services for those seeking flexible support without a long-term commitment.

Fully Managed IT

This premium service delivers extensive IT outsourcing, including advanced automation, detailed reporting, and self-healing functionalities. A critical component of this package is the initial IT audit, conducted as part of the onboarding process to tailor our services to your specific needs, setting the stage for a customised IT management strategy.

To ensure your business receives the level of support it requires, Telair offers two service-level options:

- **8x5 Business Hours Support:** Available from 8:00 AM to 5:00 PM (local time), Monday to Friday (excluding public holidays), this option is ideal for businesses that operate primarily during standard business hours.
- **24x7 Extended Support:** Providing round-the-clock coverage, including weekends and public holidays, this option is designed for businesses that require continuous uptime and critical IT support outside standard hours.

Both options include proactive monitoring, on-site and remote IT support, and response times tailored to your business's operational needs. The flexibility to choose between **8x5** and **24x7** ensures your IT management strategy aligns with your requirements.

Ad-hoc Services

Designed for clients who require immediate or occasional IT support, our ad-hoc services provide a flexible and non-committal alternative. This option addresses specific IT challenges on an as-needed basis, both remotely and on-site. Billing for ad-hoc services is based on our Standard Billable Rate (SBR), which reflects the expertise and qualifications of our engineers. Clients have the flexibility to opt for post-paid billing or purchase prepaid blocks of hours at a discounted rate, valid for 12 months from the date of purchase.

Your IT, Simplified

Telair is dedicated to providing IT solutions that not only meet but exceed your business's unique needs, whether through a fully managed approach or targeted, flexible support. With options tailored to your operational hours and business demands, you can focus on what matters most—your business.

Fully Managed IT

Building on the framework outlined in our product summary, Telair's Fully Managed IT package offers a comprehensive solution designed to simplify and optimise your IT management. Leveraging cutting-edge software and proactive support, this service addresses a wide range of IT challenges to ensure your systems remain secure, efficient, and reliable.

This section provides detailed information on the components of our Fully Managed IT package, including inclusions and exclusions, to give you a clear understanding of the scope of our service and how it can be tailored to meet your business's unique requirements.

Components

Site Fee

Covers the core infrastructure and operational costs associated with managing each physical site, including network monitoring, remote management capabilities, and general support availability. This fee ensures comprehensive oversight of all IT systems at the specified location.

Server

Full management and maintenance of on-premises or cloud-hosted servers, including patching, performance monitoring, security updates, and backup management. We ensure servers are optimised and secure, supporting the critical functions of your business.

Workstation

Comprehensive support and management of employee workstations, covering software updates, security patching, remote troubleshooting, and performance monitoring. Our proactive management ensures minimal downtime and optimal productivity.

Switch

Management of network switches, including configuration, firmware updates, and device health monitoring. We ensure seamless connectivity across your network while optimising traffic flow and performance.

Router

End-to-end management of routers to maintain secure and reliable internet access. This includes firmware updates, traffic monitoring, configuration changes, and issue resolution to keep your network connected.

Firewall

Provision, configuration, and management of enterprise-grade firewalls to protect against cybersecurity threats. Services include firmware updates, intrusion detection/prevention, and policy management tailored to your business needs.

Access Point

Support for wireless access points, ensuring secure and high-performing Wi-Fi networks. Includes firmware updates, network optimisation, and troubleshooting to provide a reliable wireless experience for staff and guests.



Backup & Disaster Recovery (BDR)

Management of data backups and disaster recovery systems to ensure business continuity. This includes daily backup monitoring, regular restoration testing, and rapid recovery support in the event of data loss.

Endpoint Protection

Advanced cybersecurity solutions for all connected devices, including antivirus management, endpoint detection and response (EDR), and threat monitoring to safeguard against malware and attacks.

Mobile Device Management (MDM)

Comprehensive support for smartphones, tablets, and other mobile devices, including security configuration, remote wiping, and software updates to protect business data on the go.

Printers & Peripheral Devices

Management of network-connected printers, scanners, and other peripheral devices. Includes driver updates, configuration, and issue resolution to ensure seamless operation.

Cloud Services Management

Support for cloud platforms such as Microsoft 365, Google Workspace, and hosted applications. This includes account provisioning, software updates, and troubleshooting user issues.

Unified Communications (VoIP/UCaaS)

Management and support of voice and unified communication systems, including call flow configuration, troubleshooting, and device management for IP phones and collaboration tools.

Internet Circuit Monitoring

Proactive monitoring of internet links to identify and resolve connectivity issues quickly. Includes reporting on uptime and performance, ensuring minimal disruption to operations.

Software Licensing Management

Tracking, renewing, and managing software licenses to ensure compliance and uninterrupted usage of essential applications.

Inclusions & Exclusions

On-Site Work

Telair will provide on-site IT support as required to address issues that cannot be resolved remotely. On-site visits are designed to supplement the proactive and remote management included in our Fully Managed IT package and are available during the selected support hours (8x5 or 24x7).

Site Fee

Inclusions:

- Proactive monitoring and remote management of IT systems at the site, including automated alerts and issue resolution where possible.
- Access to Telair's helpdesk for remote troubleshooting and support during selected coverage hours (8x5 or 24x7).
- Coordination of on-site visits for issues that cannot reasonably be resolved remotely (subject to Telair's reasonable use policy).
- General oversight of IT infrastructure to ensure performance, security, and reliability.
- Reporting on system health and performance.

Exclusions:

- Excessive or repeated on-site visit requests for non-critical or unresolved issues (may incur additional charges).
- Large-scale tasks, including significant hardware installations, upgrades, or network reconfigurations.
- Travel charges for sites over 50 km from a Telair office or technician's location.
- Issues arising from third-party services or unmanaged systems.
- On-site visits outside of standard business hours (8x5).

Server

Inclusions:

- Operating system updates, patching, and performance monitoring.
- Proactive issue resolution for server health and availability.
- Basic data backup monitoring and restoration services.
- User role and access management.
- Antivirus and endpoint protection management.

Exclusions:

- Application-specific support beyond operating system management.
- Hardware replacements or upgrades (unless under warranty).
- Disaster recovery services beyond basic backup restoration.

Workstation

Inclusions:

- Regular patching and security updates for operating systems.
- Remote troubleshooting and resolution of common issues.
- Installation and management of approved software.
- Endpoint protection and antivirus monitoring.

Exclusions:

- Support for non-standard or unauthorised software.
- Hardware repairs or replacements for damaged equipment.
- Personal devices not listed under the agreement.

Switch

Inclusions:

- Monitoring and management of switch performance.
- Firmware updates and configuration optimisation.
- Troubleshooting connectivity issues related to the switch.

Exclusions:

- Replacement of faulty switches (unless under warranty).
- Custom VLAN or advanced configurations not part of the initial design.
- Non-supported or customer-provided devices.

Router

Inclusions:

- Firmware updates and configuration management.
- Monitoring of router performance and traffic.

- Issue resolution for connectivity problems

Exclusions:

- Hardware replacement for damaged or faulty routers.
- Advanced routing protocols or configurations outside standard setups.
- Support for non-Telair-provided routers.

Firewall

Inclusions:

- Firewall rule and security policy management.
- Firmware updates and proactive monitoring for threats.
- Intrusion detection and prevention services.
- Basic incident resolution within the scope of firewall functionality.

Exclusions:

- Advanced penetration testing or security analysis.
- Hardware replacement or upgrades (unless under warranty).
- Custom security policies beyond the agreed scope.

Access Point

Inclusions:

- Configuration, deployment, and firmware updates for wireless access points.
- Optimisation of Wi-Fi networks for performance and reliability.
- Troubleshooting and resolving connectivity issues.

Exclusions:

- Physical installation for additional coverage beyond the initial design.
- Non-Telair-provided access points or third-party devices.
- Wi-Fi network expansions or reconfigurations outside of the agreed scope.

Backup & Disaster Recovery (BDR)

Inclusions:

- Monitoring and management of backups to ensure data integrity.
- Regular restoration testing to confirm recoverability.
- Assistance with restoring data in the event of loss.

Exclusions:

- Recovery of non-critical data or files outside of standard backups.
- Backup solutions not provided or managed by Telair.
- Disaster recovery tasks requiring extensive reconfiguration or hardware replacement.

Endpoint Protection

Inclusions:

- Antivirus installation, monitoring, and updates.
- Threat detection and response for endpoint devices.
- Security policy enforcement for managed endpoints.

Exclusions:

- Remediation of malware or viruses on unmanaged devices.
- Personal devices not covered under the agreement.
- Advanced forensics or post-incident analysis.

Mobile Device Management (MDM)

Inclusions:

- Device enrolment and configuration.
- Remote wiping and security management for mobile devices.
- Application installation and policy enforcement.

Exclusions:

- Support for devices not enrolled in the MDM solution.
- Advanced troubleshooting for custom applications or services.
- Replacement of damaged mobile hardware.

Printers & Peripheral Devices

Inclusions:

- Configuration and basic troubleshooting of network-connected printers and peripherals.
- Installation of drivers for supported devices.

Exclusions:

- Hardware repairs for printers or peripherals.
- Support for non-networked or third-party devices.
- Maintenance tasks outside standard configurations.

Cloud

Inclusions:

- User account provisioning for supported cloud platforms (e.g., Microsoft 365, Google Workspace).
- Troubleshooting user issues within supported platforms.
- Basic configuration of cloud-based services.

Exclusions:

- Advanced application support beyond standard usage.
- Migration tasks for large-scale cloud transitions.
- Support for third-party integrations not managed by Telair.

Unified Communications (VoIP/UCaaS)

Inclusions:

- Configuration and management of voice systems, including call flows.
- Troubleshooting and resolving VoIP connectivity issues.
- Device management for IP phones.

Exclusions:

- Support for third-party VoIP or UCaaS platforms not managed by Telair.
- Extensive call centre setups or advanced telephony features.
- Physical hardware replacements (unless under warranty).

Internet Circuit Monitoring

Inclusions:

- Proactive monitoring of internet links for performance and uptime.
- Troubleshooting connectivity issues with the internet service provider.
- Reporting on circuit health and usage.

Exclusions:

- Resolution of issues caused by the customer's internal network.
- Internet circuits not managed or provided by Telair.
- ISP-related outages beyond Telair's control.

Software Licensing Management

Inclusions:

- Tracking and renewal of software licences for supported platforms.
- Ensuring compliance with licensing requirements.

Exclusions:

- Software licences not managed by Telair.
- Troubleshooting applications outside the licensing scope.
- Cost of licence renewals or upgrades.

Pricing

Pricing for Telair's Fully Managed IT services is customised to align with each customer's specific needs and requirements. All pricing details, including monthly fees, additional charges, and any applicable rates, will be provided in a separate quote or agreement tailored to your business.

Please note that pricing is not included as part of this service schedule and will be outlined in the formal proposal or agreement provided to you. For clarity on your customised pricing or to request a quote, please contact your Telair account manager.

Service Level Agreement (SLA)

Telair is committed to delivering reliable and responsive Managed IT services. This Service Level Agreement outlines the performance standards, response times, and service availability for customers under the Fully Managed IT package.

Support Hours

Telair offers two support coverage options to suit your business needs:

- **8x5 Business Hours Support:** Available from 8:00 AM to 5:00 PM (local time), Monday to Friday, excluding public holidays.
- **24x7 Extended Support:** Available 24 hours a day, 7 days a week, including public holidays, for businesses requiring continuous IT coverage.

Service Availability

Telair's services are designed to ensure maximum uptime for critical systems:

- **Proactive Monitoring:** Core infrastructure and systems are monitored 24/7 to identify and address issues before they escalate.
- **Planned Maintenance:** Scheduled maintenance will be communicated in advance to minimise disruption.

Response Times

Telair will respond to support requests based on the severity and impact of the issue:

Priority Level	Description	Response Time (8x5)	Response Time (24x7)
Critical (P1)	Complete service outage or critical business impact.	1 hour	1 hour
High (P2)	Significant issue affecting multiple users or systems.	2 hours	2 hours
Medium (P3)	Non-critical issue impacting a single user or minor systems.	4 hours	4 hours
Low (P4)	General inquiry or non-urgent issue.	Next business day	12 hours

Escalation Process

If a reported issue is not resolved within the target timeframe, customers may escalate the matter through the following process:

1. Notify your assigned Account Manager or Telair support representative.
2. Request escalation to a senior technical resource.
3. If unresolved, escalate further to Telair's Service Delivery Manager (SDM).

Exclusions

The SLA does not apply to the following:

- Issues arising from non-Telair-managed systems, third-party services, or customer-owned hardware/software.
- Outages or delays caused by factors beyond Telair's control, such as internet provider disruptions or natural disasters.
- Requests made outside of contracted support hours for customers on the 8x5 plan.

Customer Responsibilities

To ensure effective support, customers are expected to:

- Provide accurate and detailed information when submitting support requests.
- Grant Telair remote and physical access to systems as required.
- Maintain a stable and functioning network environment as per Telair's guidelines.

Onboarding

Onboarding Process

At Telair, we are dedicated to ensuring a seamless and efficient onboarding experience. Our onboarding process is designed to align our services with your specific IT requirements, minimise disruptions, and set the foundation for a successful partnership.

Key Onboarding Steps

Order Acceptance:

- Billing for the Fully Managed IT package begins upon Telair's acceptance of your order (see the **Billing** section for details).
- This marks the start of the onboarding process, enabling us to allocate resources and begin preparing for your service implementation.

Site Audit and Assessment:

- Our team conducts a comprehensive site audit to evaluate your existing IT infrastructure and identify specific needs.
- This step ensures that our solutions are tailored to your business environment.

System Setup and Configuration:

- We install, configure, and integrate Telair-managed solutions, including software clients, monitoring tools, and management platforms.
- This phase includes the provisioning of hardware and software as agreed.

Customer Training (if applicable):

- We provide initial training to ensure your team understands how to use any new tools or systems effectively.

Go-Live Confirmation:

- Once all systems are operational and aligned with your requirements, we transition from onboarding to ongoing service management.

Customer Responsibilities

To facilitate a smooth onboarding process, we require your cooperation in the following areas:

- Providing access to relevant systems, hardware, and software.
- Sharing detailed information about your IT environment and business requirements.
- Assigning a point of contact to liaise with our onboarding team.

Billing

Monthly Advance Billing

Telair's Fully Managed IT package and associated software are billed **monthly in advance**. These offerings typically include a minimum contract duration and automatically renew to ensure uninterrupted service and support continuity.

Billing Commencement

Billing for the Fully Managed IT package begins immediately upon Telair's acceptance of your order before any site audits or implementation services are completed. During this initial stage, our focus is on:

- Understanding your specific needs.
- Setting up software clients.
- Facilitating your onboarding process.

This approach ensures a seamless start to our collaboration, allowing us to commence setup and support activities as soon as the agreement is in place.

Tax Exclusions

Unless explicitly stated otherwise, all prices in this Service Schedule exclude GST.

Billing Adjustments Based on Actual Usage (with Minimum Commitments)

We recognise that your IT requirements may evolve over time, leading to changes in the usage of workstations, servers, firewalls, and other components. To ensure accurate billing while maintaining agreed minimum commitments, Telair operates as follows:

1. Monthly Usage Review and Adjustments:

- Each month, Telair will review your actual IT resource usage, comparing it to the figures outlined in your initial agreement.
- Adjustments will be made for any increases in resource usage beyond the agreed minimums.

2. Minimum Commitments:

- Billing will not decrease below the minimum commitments specified in your fixed-term agreement, ensuring consistency with the agreed terms.

3. Adjustments Above Minimums:

- If your resource usage exceeds the agreed minimums, Telair will adjust your billing for the subsequent month to reflect this increased usage.

This scalable billing structure ensures flexibility as your business needs evolve, providing accurate invoicing while aligning with your contractual commitments.

General Exclusions

While Telair's Fully Managed IT package provides extensive IT support and management, certain tasks and activities fall outside the scope of this service. These exclusions apply across all components and will be billed separately at our Standard Billable Rate (SBR), unless otherwise agreed:

- **Non-Covered On-Site Support:** On-site visits for tasks not explicitly included in the package or deemed excessive under Telair's reasonable use policy.
- **Enhancements and Upgrades:** Installation or implementation of new services, features, or infrastructure upgrades that extend beyond the existing scope of IT systems.
- **Major Modifications:** Projects such as server migrations, site relocations, significant application upgrades, or other large-scale initiatives.
- **Peripheral Device Support:** Servicing or configuring peripheral equipment such as printers, scanners, or other non-core devices.
- **Moves, Adds, and Changes (MAC):** Tasks such as user onboarding, office relocations, hardware reconfiguration, or updates to business applications, including Office 365, G Suite, or Active Directory.
- **Hardware Failures and Replacements:** Costs associated with hardware failures, including firewalls, servers, and critical infrastructure, as well as urgent replacements requiring expedited professional services, travel, or accommodation.

For any tasks outside the scope of the Fully Managed IT package, Telair will provide a separate quote or confirmation of additional charges before proceeding.

Telair does not provide support for specific Line of Business applications. We may liaise with the application vendor to troubleshoot if requested, but charges will apply at the relevant Standard Billable Rate (SBR). Telair is not liable for any work suggested or performed by vendor support on your systems.

Offboarding Process

At Telair, we are committed to ensuring that every phase of our partnership is handled with professionalism and transparency, including the offboarding process. Should you decide to terminate your Managed IT Services Agreement, our goal is to facilitate a smooth, secure, and efficient transition while minimising any disruption to your business operations.

Offboarding Terms

- **Agreement Termination:** If you terminate your agreement before the end of the fixed term, all remaining charges for the duration of the agreement will be billed in accordance with the contracted terms.
- **Offboarding Fee:** A dedicated offboarding fee will apply to cover the necessary steps involved in securely transitioning your IT services. This process includes, but is not limited to:
 - Transferring data and handing over documentation.
 - Decommissioning systems and removing Telair-managed services.
 - Revoking administrative access and credentials.

- **Minimum Time Commitment:** The offboarding fee is based on a minimum allocation of **10 hours**, ensuring sufficient time and resources are dedicated to managing the transition securely and efficiently.
- **Additional Time Billing:** Should the offboarding process exceed the initial 10-hour allocation, any additional time will be billed at our standard hourly rate. This ensures that all necessary steps are completed thoroughly without compromise.

We understand the importance of a well-structured offboarding process and are dedicated to delivering a seamless transition with minimal impact on your business. Our experienced team will work closely with you to ensure all requirements are met securely, professionally, and to your satisfaction.

Standard Billable Rate (SBR)

Telair's Managed IT Standard Billable Rate (SBR) is calculated on a scaling level that reflects the technician's expertise, years of experience, and certifications. These tiers ensure that each task is matched to the appropriate level of technical skill required. For more details, refer to the **Tier Definitions** section of this Service Schedule.

All jobs are quoted based on the applicable SBR Tier and are tailored to the requirements of the work to be completed. The **time of day** and the **location of the service** may further impact the applicable charge:

- Services performed **outside Metro areas** are subject to a different rate to account for travel time and associated costs.
- After-hours or emergency work will attract additional charges, as specified in this Service Schedule.

This transparent approach ensures that pricing aligns with the complexity, timing, and location of the required work, providing clarity and fairness in all quotes.

Business Hours Rates

SBR Tier	SBR Tiered Rate
Level 1	\$180.00 per hour
Level 2	\$210.00 per hour
Level 3	\$240.00 per hour
ICT Specialist	\$270.00 per hour
Strategic Technology Consultancy & Support	\$300.00 per hour

Extended/After Hours Surcharge

Time	Rate
Extended Hours	1.5 x SBR Tiered Rate
After Hours	2 x SBR Tiered Rate

Regional & Rural Surcharge (On-Site)

Time	Rate
Regional (within 100km of a Telair office)	1.5 x SBR Tiered Rate
Rural (more than 100km from a Telair office)	2 x SBR Tiered Rate
Regional & Rural Travel	\$2 per KM

Minimum Chargeable Periods

Time	Location	Minimum Chargeable Period
Standard Business Hours	Remote	15 Minutes
Standard Business Hours	On-site (Metro)	1 Hour
Standard Business Hours	On-Site (Regional)	1.5 Hours
Standard Business Hours	On-Site (Rural)	2 Hours
Extended/After Hours	Remote	1 Hour
Extended/After Hours	On-site	2 Hours

Business Hours

Standard Business Hours (BH)

Mon-Fri	Weekends	Public Holidays
09:00 - 17:00	N/A	N/A

Extended Hours (EH)

Mon-Fri	Weekends	Public Holidays
06:00 – 09:00 17:00 – 22:00	06:00 – 22:00	N/A

After Hours (AH)

Mon-Fri	Weekends	Public Holidays
22:00 – 06:00	22:00 – 06:00	All

Rates Criteria

- Standard Business Hours are defined in the **Business Hours** section of this Service Schedule.
- For on-site works, travel time is charged at the applicable SBR Tier to and from a site in 15-minute increments.
- Any time elapsed for works past the applicable Minimum Chargeable Period will be charged in 15-minute increments.
- Business Hours are defined based on the client's primary time zone.

SBR Tier Definitions

Level 1 (SBR Tier)

The Level 1 Tier represents the foundational technical capability available through Telair Managed Services. This tier consists of IT Technicians focused on desktop, notebook, peripheral, and software installation, repair, and troubleshooting. They may also handle basic on-site hardware installations such as phone systems, routers, switches, and access points that do not require advanced configuration or technical expertise.

Level 2 (SBR Tier)

A Level 2 resource is a skilled Systems Technician with a minimum of three years' experience in Information and Communications Technology (ICT). This tier is typically engaged for intermediate-level technical challenges and support for ICT projects. They handle tasks that go beyond basic troubleshooting, including system optimisations and minor network configurations.

Level 2 technicians are also the primary escalation point for resolving issues outside the scope of Level 1 support, providing expertise in managing moderately complex technical scenarios.

Level 3 (SBR Tier)

A Level 3 resource is a Systems Engineer with a minimum of five years experience in ICT. This tier is deployed for handling complex technical tasks, including server management, advanced network infrastructure configurations, and escalations where the root cause of an issue is unclear.

Level 3 engineers are critical in managing high-impact technical challenges, ensuring robust solutions for infrastructure-level problems.

ICT Specialist (SBR Tier)

The ICT Specialist Tier provides highly specialised technical expertise, with professionals possessing a minimum of seven years of experience in specific domains such as network management, cybersecurity, database administration, or advanced IT support.

ICT Specialists focus on critical infrastructure, ensuring reliability, security, and performance. They are the go-to resource for specialised technical challenges, system enhancements, and delivering targeted solutions in their area of expertise.

Strategic Technology Consultancy & Support (SBR Tier)

The Strategic Technology Consultancy & Support Tier offers top-tier technical and advisory expertise. Resources in this tier have over 10 years of experience in ICT and a proven track record in strategic planning and high-level consultancy.

This tier focuses on:

- Providing expert advice on complex technology solutions.
- Facilitating long-term technology planning.
- Managing high-impact IT projects.

These resources are typically engaged for critical system analysis, advanced problem resolution, and aligning technology initiatives with overarching business objectives.

Terms and Conditions

This Service Schedule for Telair's Managed IT services operates under the terms of the Master Services Agreement (MSA) and Standard Form of Agreement, available on Telair's website at telair.com.au/policies. The following terms apply specifically to the Managed IT services outlined in this schedule:

1. Early Termination

If the agreement is terminated within the minimum term, an Early Termination Fee (ETF) will apply. This fee is calculated as the remaining monthly charges for the contract term plus any hardware or software subsidies or waivers included in the agreement.

2. Third-Party Product Licences

Pricing for third-party product licences (e.g., Microsoft, Sophos, and Google) is subject to change in line with vendor updates. Changes typically range between 5% and 20% per year and will be applied automatically. Telair will notify customers of any changes in writing or verbally.

3. Line of Business Applications

Telair does not provide direct support for specific Line of Business applications. However, upon request, we can liaise with the application vendor to assist with troubleshooting. Charges for this service will apply at the relevant Standard Billable Rate (SBR). Telair accepts no liability for vendor-recommended changes or actions.

4. Viruses, Malware, and Crypto Attacks

Customers on the Fully Managed IT package receive up to six hours of support at no additional cost for addressing issues caused by viruses, malware, or crypto attacks. Additional time required will be billed at the SBR.

5. On-Site Support

On-site support is provided as required and is subject to Telair's reasonable use policy. Excessive or non-essential requests may incur additional charges. Travel costs may also apply for sites located more than 50 km from a Telair office or technician's location.

6. Variations to Terms

Telair reserves the right to amend the terms and conditions of this Service Schedule at its sole discretion. Notice of any changes will be provided via your nominated email address, with at least 30 days' notice wherever possible.

7. Customer Obligations

To enable effective support, customers must:

- Provide accurate and detailed information when lodging service requests.
- Grant Telair the necessary access to systems for troubleshooting and support.
- Maintain a stable IT environment and comply with Telair's operational guidelines.

8. Liability Limits

Telair is not responsible for disruptions or issues arising from:

- Non-Telair-managed systems or third-party services.
- Changes or actions performed by third-party vendors.
- Events beyond Telair's reasonable control, such as natural disasters or internet provider outages.

For the full terms governing Telair's Managed IT services, please refer to the Master Services Agreement and Standard Form of Agreement.

Terms and Conditions for On-Site Work

Reasonable Use Policy:

- On-site work is provided under a reasonable use policy. Telair reserves the right to determine if a requested visit exceeds the standard scope of support or constitutes excessive use. Excessive or repeated on-site requests may incur additional charges at the Standard Billable Rate (SBR).

Pre-Approval for Non-Essential Work:

- Non-essential or discretionary on-site work (e.g., installation of new hardware or other tasks outside standard troubleshooting) must be pre-approved by Telair. Such work will be quoted and billed separately.

Scope of On-Site Work:

- On-site visits are limited to resolving issues that cannot reasonably be resolved remotely. This excludes:
 - Non-urgent matters that can be scheduled for remote resolution.
 - Large-scale projects or upgrades, which will be scoped and billed separately.

Travel Charges:

- Travel costs may apply for sites located more than 50 km from a Telair office or technician location.

After-Hours Support:

- On-site work outside standard support hours (8x5) will incur additional fees unless covered under a 24x7 agreement.

Billing for Excessive or Unapproved Work:

- Any on-site support that exceeds reasonable use or is outside the agreed scope will be billed at the SBR, with prior notice provided.