

CRITICAL INFORMATION SUMMARY

TELEQUIP MANAGED SERVICES | DATA SERVICE 500GB

1. SERVICE INFORMATION

Service Description	TQMS Data Service 500GB provides a broadband service provided either via ADSL2+ technology or through the nbn™ network with a monthly data allowance.
Minimum Term	No minimum term
Hardware Inclusions	None
Installation Inclusions	Onsite installation of the service within postcode 4870
Service Inclusions	<ul style="list-style-type: none"> • 500GB download quota per month • No upload quota limitations • No metering of peak / off peak Remote and onsite support for faults (Mon-Fri, 8:00 am – 5:00 pm, excluding public holidays) • 1 x fixed IP address
Exclusions	N/A
Important Limitations	<ul style="list-style-type: none"> • On nbn™ network only: Your NBN service will have a default maximum speed level of up to 25Mbps download / 5Mbps upload. The actual speed levels of your service depend on a number of factors and may be slower than the maximum speed levels. • ADSL2+ only: Speeds will vary depending on e.g. the distance from the local exchange, internet traffic, your equipment and the quality of the infrastructure in your area. Telequip cannot guarantee any specific speeds above the minimum of 1.5Mbps download. • This service will not work if there is an interruption to your mains power.
Important Qualifications	To use the service you will need a suitable gateway. Telequip provides routers/modems for ADSL2+ and the nbn™ network.
Monthly Data Allowance	<ul style="list-style-type: none"> • 500GB download quota per month are included • Any unused data allowance expires at the end of every month, i.e. it will not accumulate.

2. PRICING

All Prices include GST	
Installation Charges	We will visit your premises to install your service, and charge a professional installation fee of \$250.00 . This includes us preparing your service for installation, connecting your router to your service and to one computer.
Travel Charges	For deployment outside of postcode 4870 or for installation across multiple locations, travel charges apply. We charge \$30.00 per 15 min travel time.
Minimum Monthly Charges	\$75.00
Maximum Monthly Charges	N/A
Cost of 1MB of Data once Quota is exceeded	\$ 0.012 per 1MB of data
Other Charges	Changes to hardware, services or labour cost may result in the cost of your service changing. We will inform you one month in advance of price changes.
Expansion Options	<ul style="list-style-type: none"> You can order higher speed for your broadband service on NBN only. Available speed boost steps are 25/10, 50/20, 100/40. Please note that these speeds are maximum speeds and may not be achievable in your location. Pricing per step is \$5.00 inc GST per month, i.e. speed boost to 50/20 will result in an additional monthly charge of \$10.00. You can request additional fixed IP addresses for your service: <ul style="list-style-type: none"> 2 IP addresses \$10.00 inc GST / month 6 IP addresses \$30.00 inc GST /month 14 IP addresses \$70.00 inc GST /month 30 IP addresses \$150.00 inc GST / month

3. BILLING

Monthly Bill	On the first business day of the month you'll be billed in advance for the minimum monthly charge. As well as any excess data usage.
First Bill	<p>Pricing in this Critical Information Summary is for a full billing period (calendar month starting 1st of the month). Your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.</p> <p>Your first bill will include:</p> <ol style="list-style-type: none"> Charges for part of the month from when the service was activated until the end of the billing period The minimum monthly charge in advance for the next billing period Installation charges Any additional charges for non-recurrent items

4. OTHER INFORMATION

Customer Service Contact Details	<p>Our customer service can be contacted on</p> <ul style="list-style-type: none"> 07 4047 7088 (phone) 07 4047 7090 (fax) service@telequip.net <p>during business hours: Mon to Fri, 8:00 am to 5:00 pm, excluding public holidays.</p> <p>For emergency support outside business hours please call 07 4047 7088 (charges apply).</p>
Dispute Resolution	To log a dispute, please contact our customer service.

This is a summary only. Our full legal terms for the individual components of this service are contained in your terms and conditions at <http://www.telequip.net/pdfs/Terms-and-Conditions.pdf>