

CRITICAL INFORMATION SUMMARY

TELEQUIP MANAGED SERVICES | **MOBILE BROADBAND BACKUP**

1. SERVICE INFORMATION

Service Description	TQMS Mobile Broadband Backup provides an alternative connection to the internet via the Vodafone mobile network.
Minimum Term	No minimum term
Hardware Inclusions	Service includes provision of 1 x Vodafone Pocket WIFI 4G Gateway
Installation Inclusions	Onsite installation of the service within postcode 4870
Service Inclusions	<ul style="list-style-type: none"> • Vodafone Pocket WIFI 4G Gateway • Vodafone SIM card • 1GB download quota <u>per day</u> of your broadband outage
Exclusions	<ul style="list-style-type: none"> • The mobile broadband backup device is only allowed to be used with your TQMS modem. • You must not use the backup service as your primary broadband service. • Hardware is provided on a rental basis. Ownership remains with Telequip.
Important Limitations	<ul style="list-style-type: none"> • The backup service is only for use if there is an outage of the fixed broadband service at your premises. • This service will not work if there is an interruption to your mains power. • If we reasonably believe that you are misusing the backup service, we will contact you. If you continue to misuse the backup service we may: <ul style="list-style-type: none"> ○ Suspend or limit your mobile broadband backup service; and/or ○ Cancel your mobile broadband backup service by giving you at least 5 business days' notice. • You can access 4G coverage only if you are in a 4G coverage area. Check coverage at https://www.vodafone.com.au/network/coverage-checker
Important Qualifications	To use the service you will need a TQMS modem. Telequip provides routers/modems for ADSL2+ and the nbn™ network.
Data Allowance	<ul style="list-style-type: none"> • 1 GB download quota <u>per day</u> of your broadband outage are included.

2. PRICING

All Prices include GST	
Installation Charges	N/A
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	\$12.00
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.

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 for calls during the previous month.
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"> 1. Charges for part of the month from when the service was activated until the end of the billing period 2. The minimum monthly charge in advance for the next billing period 3. Installation charges 4. Any additional charges for non-recurrent items 5. Call charges for calls made during the billing period

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>