



CRITICAL INFORMATION SUMMARY

TELEQUIP MANAGED SERVICES | NBN DATA SERVICE UNLIMITED

1. SERVICE INFORMATION

Service Description	TQMS Data Service Unlimited provides a broadband service provided through the nbn™ network with unlimited monthly data allowance.
Minimum Term	12 Months
Hardware Inclusions	None
Installation Inclusions	Onsite installation of the service within postcode 4870
Service Inclusions	<ul style="list-style-type: none"> • Unlimited download 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. • 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 the nbn™ network.
Monthly Data Allowance	Unlimited download per month is included

2. PRICING

All Prices include GST	
Connection Charges FTTP & FTTC	\$0.00 - This includes activation of your NTD and us preparing your service for installation. <u>Please note:</u> NBN FTTP and FTTC activations that have previously not had a connection or are missing NBN network equipment will also require a technician visit, and attract an additional once off Charge of \$300.00 Inc GST. FTTN to FTTP upgrade may attract additional build cost if NBN's site audit advises with additional charges.
Connection Charges FTTB & FTTN	\$330.00 - This includes us preparing your service for installation. <u>Please note:</u> NBN FTTN and FTTB activations also require a technician visit, and attract an additional once off Charge of \$300.00 Inc GST.
Travel Charges	For FTTN & FTTB deployment outside of postcode 4870 or for installation across multiple locations, travel charges apply. We charge \$37.50 per 15 min travel time.
Minimum Monthly Charges	\$79.00
Maximum Monthly Charges	N/A
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 the NBN. Available speed boost steps are 25/10, 50/20, (75/10 Fixed Wireless only), 100/40. Pricing per step up to 100/40 is \$10.00 per month, i.e. speed boost to 50/20 will result in an additional monthly charge of \$20.00. Higher speeds of 250/100, 500/20 and 1000/400 are available for FTTP (Fibre to the Premise) connections only. Please note that these speeds are maximum speeds and may not be achievable in your location. 250/100 is \$205.00, 500/200 is \$315.00 and 1000/400 is \$425.00 per month respectively. 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
Maximum Early Termination Charges	<ul style="list-style-type: none"> If the contract is terminated at any stage after the order is submitted including before the end of the 36 months period, early termination fees are applicable based on the monthly minimum fees as per your proposal times the number of months remaining on the contract term.

3. BILLING

Monthly Bill	On the first business day of the month you'll be billed in advance for the minimum monthly charge.
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. 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) 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	<p>To log a dispute, please contact our customer service.</p> <p>If you have exhausted all avenues for resolving your complaint within TeleEquip, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit: http://www.tio.com.au/about-us/contact-us</p>

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