

## CRITICAL INFORMATION SUMMARY

### TELEQUIP MANAGED SERVICES | MOBILE SIM DATA ONLY WITH DATA BANKING

#### 1. SERVICE INFORMATION

<b>Service Description</b>	TQMS   Data provided via Telequip supplied Mobile SIM.
<b>Minimum Term</b>	12 Months.
<b>Hardware Requirement</b>	Unlocked BYO – Bring Your Own handset/Device which support 3G-850MHz and 4G 1800MHz, 700MHz and 2600MHz bands to ensure you get the best coverage.
<b>Important Information</b>	<p>Telequip Mobile Data is a post-paid mobile service. This service gives you access to Australian mobile data network.</p> <p>This service agreement is independent of any other service you may receive from Telequip.</p> <p>This Service is provided subject to Telequip's Standard Form of Agreement, Fair Use Policy and other Important Documents, available at <a href="http://www.telequip.net/terms/">www.telequip.net/terms/</a></p>
<b>Mobile Coverage</b>	<p>You can access 4G coverage only if you are in a 4G coverage area. Check coverage at coverage link on <a href="http://www.telequip.net/mobile">www.telequip.net/mobile</a></p> <p>This service uses parts of Telstra's network and provides a combined 4G and 3G coverage footprint of more than 98.8% more than 98.8% and a 4G coverage footprint of 96.5% of the Australian population, covering 1.62 million square kilometres.</p>
<b>What's Included</b>	Monthly data allowance is included in the plans as indicated in the Pricing section. All included data can only be used within Australia.
<b>What's not Included</b>	Your Monthly Data Allowance can't be used overseas. Outgoing Voice Calls are disabled and not available on Data Only SIM plans.

#### 2. PRICING

All Prices include GST							
<b>Replacement SIM Charges</b>	\$5.00 + \$12.95 for Express Postage (If required).						
<b>Pricing</b>	<b>Mobile Data Only Plans</b>						
	<b>Monthly Data Allowance</b>	<b>3GB</b>	<b>10GB</b>	<b>20GB</b>	<b>40GB</b>	<b>60GB</b>	<b>100GB</b>
	Price	\$20.00	\$30.00	\$40.00	\$65.00	\$78.00	\$85.00
<b>International Roaming</b>	<p>Your service has International Roaming disabled by default. You'll need to enable International Roaming by contacting our support team to be able to use your mobile data service overseas. Using your mobile data service overseas will incur extra charges.</p> <p>These charges can be found at <a href="http://www.telequip.net/mobile">www.telequip.net/mobile</a></p>						

### 3. BILLING

<b>Monthly Bill</b>	On the first business day of the month you'll be billed in advance for the minimum monthly charge, as well as excess usage for the previous month.
<b>First Bill</b>	<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"> <li>1. Charges for part of the month from when the service was activated until the end of the billing period.</li> <li>2. The minimum monthly charge in advance for the next billing period.</li> <li>3. Any applicable excess data charges.</li> </ol>
<b>Tracking your Spend</b>	Telequip will send you an SMS when you reach 50%, 85% and 100% of your included data allowance. You will also receive an SMS each time an additional 2GB of data is added. Each top up is charged at \$15.00. You must ask us if you want to turn off auto top ups of data. A maximum of 5 data top ups per month is permitted. Once all 5 data top ups have been exhausted, your mobile data will cease working until the monthly plan period is over.
<b>Data Banking</b>	Data banking is available on each service. If a service has not consumed all data by the end of the bill cycle (28th day of the month), the unused data will roll over and be available in the next month. This will occur at the conclusion of each billing cycle. The maximum amount of data that can be banked is 200GB. A customer can obtain the balance of their data bank by dialling *159# from their device.
<b>Can we Change your Plan?</b>	From time to time, we may make changes to your Plan, including the price and inclusions. If we change your Plan, or move you to a new Plan, we'll give you a minimum of 30 days' notice before we make the change. If we reasonably consider that the change or move has more than a minor detrimental impact on you, you can cancel your plan by either disconnecting the service, or porting the mobile number away from us.
<b>Maximum Early Termination Charges</b>	If the contract is terminated at any stage after the order is submitted including before the end of the 12 month period, early termination fees are applicable based on the monthly minimum fees times the number of months remaining on the contract term.

### 4. OTHER INFORMATION

<b>Customer Service Contact Details</b>	<p>Our customer service can be contacted on</p> <ul style="list-style-type: none"> <li>• 07 4047 7088 (phone)</li> <li>• <a href="mailto:service@telequip.net">service@telequip.net</a></li> </ul> <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) or you can send us an email on <a href="mailto:service@telequip.net">service@telequip.net</a> for next business day response.</p> <p>Please note: Support, Changes to Plans or Activations of New Mobile Services need to be organised through Telequip .</p>
<b>Fair Use Policy</b>	You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.
<b>Dispute Resolution</b>	To log a dispute, please contact our customer service. If you have exhausted all avenues for resolving your complaint within Telequip, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a>

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