

CRITICAL INFORMATION SUMMARY

TELEQUIP MANAGED SERVICES | MOBILE SIM ONLY SERVICE INCLUDING DATA BANK

1. SERVICE INFORMATION

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| Service Description | TQMS Mobile Voice & Data provided via Telequip supplied Mobile SIM. |
| Minimum Term | 12 Months. |
| Hardware Requirement | 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. |
| Important Information | <p>Telequip Mobile Voice and Data is a post-paid mobile service. This service gives you access to Australian mobile data network and unlimited standard calls to Australian numbers. Some plans (20GB and above) offer unlimited calls to 15 international countries, all other international countries are charged at the applicable rates.</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 www.telequip.net/terms/</p> |
| Mobile Coverage | <p>You can access 4G coverage only if you are in a 4G coverage area. Check coverage at coverage link on www.telequip.net/mobile</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> |
| What's Included | <p>Monthly data allowance is included in the plans as indicated in the Pricing section. Unlimited calls to standard Australian numbers, such as mobile, fixed, 13/1300/1800 numbers, voice- mail, SMS and MMS.</p> <p>All included data and calls can only be used within Australia.</p> <p>Unlimited Mobile Plans which have a 20Gb or greater data allowance include unlimited calls to 15 countries as indicated in the Information About Pricing section.</p> |
| What's not Included | Your Monthly Call & Data Allowance can't be used overseas. Your Monthly Call types do not include Calls, SMS or MMS to International numbers, Premium numbers (eg 19xx numbers), satellite numbers, Video Calling, International Roaming charges, 1234, 12 455 and 12456 numbers or content charges. |

2. PRICING

| All Prices include GST | | | | | | | | | |
|--------------------------------|--|-----------|-------------|-----------|----------------|-----------|-----------|-----------|--|
| Replacement SIM Charges | \$5.00 + \$12.95 for Express Postage (If required). | | | | | | | | |
| Pricing | Unlimited Mobile Plans | | | | | | | | |
| | Monthly Data Allowance | 1GB | 3GB | 10GB | 20GB | 30GB | 60GB | 100GB | |
| | Price | \$15.00 | \$25.00 | \$35.00 | \$45.00 | \$60.00 | \$87.00 | \$89.00 | |
| | Standard National Calls & Messaging | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | |
| | List of 15 Countries with Unlimited Calls available on Unlimited Plans 20GB or greater Data Allowance. | | | | | | | | |
| | | Greece | | Thailand | | Singapore | | | |
| | | China | | Ireland | | Indonesia | | | |
| | USA | | Malaysia | | South Korea | | | | |
| | Germany | | New Zealand | | United Kingdom | | | | |
| | Hong Kong | | India | | Vietnam | | | | |

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| International Roaming | <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 service overseas. Using your service overseas will incur extra charges.</p> <p>The most common chargeable usage while overseas are:</p> <ul style="list-style-type: none"> - Receive and make calls - Send SMS/MMS - Mobile Data Usage <p>Call charges vary on each country. These charges can be found at www.telequip.net/mobile</p> |
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3. BILLING

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| Monthly Bill | 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. |
| 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. Any applicable excess data and voice charges. |
| Tracking your Spend | 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. |
| Data Banking | 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. |
| Can we Change your Plan? | 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. |
| Maximum Early Termination Charges | 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

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| 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) or you can send us an email on service@telequip.net 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> |
| Fair Use Policy | 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. |
| Dispute Resolution | 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: http://www.tio.com.au/about-us/contact-us |

This is a summary only. Our full legal terms for the individual components of this service are contained in your terms and conditions at <https://telequip.net/terms/>