

## CRITICAL INFORMATION SUMMARY

### TELEQUIP MANAGED SERVICES | MOBILE SIM ONLY SERVICE INCLUDING POOLED DATA

#### 1. SERVICE INFORMATION

<b>Service Description</b>	TQMS   Mobile Voice & Pooled 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 Voice and Pooled 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. Pooled Data plans are only compatible with other Pooled Data plans on the same account.</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>	<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>
<b>What's not Included</b>	<p>Your Monthly Call &amp; 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. Pooled Data allocations only apply to eligible compatible Pooled Data plans on the same account. Pooled Data is Excluded from all other Mobile plan types.</p>

#### 2. PRICING

All Prices include GST					
<b>Replacement SIM Charges</b>	\$5.00 + \$12.95 for Express Postage (If required).				
<b>Pricing</b>	<b>Unlimited Mobile Plans – Pooled Data</b>				
	<b>Monthly Data Allowance</b>	<b>3GB</b>	<b>10GB</b>	<b>20GB</b>	<b>40GB</b>
	Price	\$28.00	\$38.00	\$48.00	\$68.00
	Standard National Calls & Messaging	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		

<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 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"> <li>- Receive and make calls</li> <li>- Send SMS/MMS</li> <li>- Mobile Data Usage</li> </ul> <p>Call charges vary on each country. These charges can be found at <a href="http://www.telequip.net/mobile">www.telequip.net/mobile</a></p>
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### 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 and voice charges.</li> <li>4. There is a Once off Pooled Data setup up fee of \$10.00 (Not per service).</li> </ol>
<b>Tracking your Spend</b>	<p>Telequip will send you an SMS when you reach 50%, 85% and 100% of your included pooled data allowance. You will also receive an SMS each time an additional 10GB of pooled data is added. Each top up is charged at \$70.00. You must ask us if you want to turn off auto top ups of data.</p> <p>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.</p>
<b>Data Banking</b>	Data banking is not available on Pooled Data Plans.
<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 charge 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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