

Critical Information Summary

QuantaCom | ABN: 12 646 586 861

QuantaCom–Business Fibre

About the service

QuantaCom's business-grade symmetrical internet service provides super-fast connectivity speeds over nbn™'s fibre network. The service is available in nbn™ enabled service areas and is delivered over nbn™'s Enterprise Ethernet network. Customers need to be connected to the nbn™ network and additional service qualifications may be required.

Minimum and Maximum Charges

Your Minimum and Maximum charges will vary depending upon what contract length and plan you have chosen. We have the following contract options:

- Month To Month (No Lock-in contract)
- 36 Month Lock-in contract with

For minimum and maximum charges information please refer to the table in para "Plan Option"

Pricing includes standard installations. Non-standard installations will be charged on a labour rate and materials basis. Please see the Plan Options table below for monthly and minimum charges.

Other Charges

If there has never been an active nbn™ service or there is no NTD installed at your premises, you will incur a \$300 - 400 new development fee.

Termination Fees

Charges apply for any cancellation that occurs once nbn™ has accepted a new order. The charge for each delivery phase is set out below.

- **Cancellation during Order Acceptance \$825**
- **Cancellation during Design \$2,255**
- **Cancellation during Build or Pre-Delivery \$16,500 + fibre build contribution (if applicable and accepted at order)**

Note: Above termination, charges are for the Pre-delivery of Business Fibre

- Month To Month (No Lock-in contract) No cancellation charges just initial set-up cost will be applied.
- 36 Month Lock-in contract termination fees:
1. If cancelled before contract Term:(Monthly Charge of the Plan x Remaining Months in the contract)

Plan Option:

| Plan | Zone | Speed | Monthly Data Allowance | Monthly Charge M-M | Monthly Charges 36 Months | Total Minimum Cost (Month to Month) | Total Minimum Cost (36 Months Contract) |
|----------------------------|----------|----------------------|------------------------|--------------------|---------------------------|-------------------------------------|---|
| Business Fibre 100 | CBD | 100 Mbps /100 Mbps | Unlimited | \$370 | \$316 | \$10490 | \$11376 |
| | ZONE I | | | \$521 | \$445 | \$12302 | \$16020 |
| | ZONE II | | | \$521 | \$445 | \$12302 | \$16020 |
| | ZONE III | | | \$521 | \$445 | \$12302 | \$16020 |
| Business Fibre 250 | CBD | 250 Mbps /250 Mbps | Unlimited | \$532 | \$457 | \$12434 | \$16452 |
| | ZONE I | | | \$683 | \$585 | \$14246 | \$21060 |
| | ZONE II | | | \$683 | \$585 | \$14246 | \$21060 |
| | ZONE III | | | \$683 | \$585 | \$14246 | \$21060 |
| Business Fibre 500 | CBD | 500 Mbps /500 Mbps | Unlimited | \$742 | \$641 | \$14954 | \$23076 |
| | ZONE I | | | \$893 | \$770 | \$16766 | \$27720 |
| | ZONE II | | | \$893 | \$770 | \$16766 | \$27720 |
| | ZONE III | | | \$893 | \$770 | \$16766 | \$27720 |
| Business Fibre 1000 | CBD | 1000 Mbps /1000 Mbps | Unlimited | \$1014 | \$883 | \$18218 | \$31788 |
| | ZONE I | | | \$1162 | \$1007 | \$19994 | \$36252 |
| | ZONE II | | | \$1162 | \$1007 | \$19994 | \$36252 |
| | ZONE III | | | \$1162 | \$1007 | \$19994 | \$36252 |

*Not all speed tiers are available in all locations. Your technology type must be compatible with your requested speed tier. If you are unsure, please contact us to enquire about the maximum speed available to your premise.

Inclusions All of our Fixed Line Business plans come with:

- Unlimited Data Allowance (Subject to our Fair Use Policy)
- Static IP Address
- Local Western Australian Based Support

Other Information

This service does not depend on a bundling arrangement with any other Telecommunications services. Any cabling that is required in your premises, beyond the network boundary point is your responsibility and at your own cost.

You will require a wireless router in order to use this service. The monthly fee does not include the cost for a wireless router; however you may purchase one from us for between \$149-\$1100. Alternatively, you may purchase a wireless router from another retailer of your choice.

Billing

The figures in the table above are for a full billing cycle, however, your first bill may also include pro-rata charges for part of a month. Our billing cycle is based on a calendar month. Bills are issued on approximately the 4th of the month, usually for a month in advance. In some cases, your bill may also include additional charges such as purchased hardware, or a plan change adjustment fee.

Changing Plan

To view the plans that you may switch to, please contact Quantacom. Your plan change will take effect immediately. Once your plan change has taken effect, you will receive a charge or credit to reflect this on your next bill. Note plan changes may incur additional charges.

Customer Service

Please visit Our Website if you have any questions about this offer. If you need to talk to our technical support about our services or your connection, you can call us on 1800 QUANTA. Our opening hours are 9am-5pm Western Australia Standard Time (AWST) weekdays.

Complaints or disputes

If you have a problem or complaint about your service, visit Our website where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

Further information

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit the TIO Website. For more detailed information about broadband internet and factors that can have an effect on services, see our Broadband Information document.

Discounts & promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

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.

Speeds

Actual speeds will vary and are affected by the network infrastructure, internet connectivity, wireless interference, limitations of connected devices, cabling, the bandwidth of other services (e.g. p2p games, website, download sources), and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.