Critical Information Summary

QuantaCom Mobile Data Pool | ABN: 12 646 586 861

QuantaCom Mobile Data Pool Plans

SERVICE DESCRIPTION:

This is a post-paid Mobile Pooling phone service, which gives you access to our network, and a mobile phone number, and lets you make and receive calls, send and receive messages, and have access to mobile data.

AVAILABILITY:

QuantaCom uses part of Telstra's 3G, 4G, and 5G mobile network with a 4G coverage footprint of 97.9%and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering. 1.62 million sq kilometres.

MINIMUM TERM:

The minimum term for this plan is 1 month.

WHAT'S INCLUDED AND EXCLUDED:

Unlimited national call and text value - with your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and MMS, voicemail retrieval, and calls to 1800 and 13/1300 numbers kindly note there are some Data only plans in which these are not included kindly check the table.

This unlimited included value cannot be used for making calls and sending SMS/MMS to international numbers, directory services, satellite numbers, video MMS, Machine to Machine, eSIM capabilities or when roaming overseas. These will incur excess usage charges to your monthly bill. Calls and SMS/MMS to premium numbers (e.g. 19x/189x/VPN numbers), Sensis calls, or other content charges (including third- party charges) are barred.

Static IP addresses are not available for this service.

MONTHLY DATA TO SHARE:

These plans share data within Australia. If you have more than one eligible plan that data shared on the same account, the included monthly data allowance will combine into one data-sharing pool, which will be shared by all the eligible plans that share data on that account. If you use more than your included data, datausage on these plans and all services that share data with these plans will be slowed to a maximum of 1.5Mbps until the start of your next payment cycle, unless you purchase extra data. Slowed data speeds(maximum of 1.5Mbps) are suitable for general internet browsing and music streaming, however, some activities such as video streaming may see increased buffering and loading times. Any unused data expires at the end of each payment cycle. If you don't want to share data between your services, they will need tobe on separate accounts. Data is counted in kilobytes and includes uploads and downloads.

Unlimited international call and text value - some plans as listed in the table below include unlimited calls and texts to international landlines and mobiles (unless otherwise indicated) to 15 countries: China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand (Landlines only), United Kingdom, USA (Landlines only), and Vietnam. This call value cannotbe used while roaming overseas.
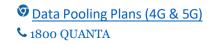
PRICING:

All pricing in this document includes GST. Excess Usage charges apply if you make calls or send SMS/ MMS to any non-included numbers. Further charges will also apply when roaming overseas. Opt-in to Zero Bill Shock to block any calls, SMS, MMS, and data usage that would incur excess usage charges to your bill. Your monthly charges and inclusions are metered and billed from the 1st till 30th of each month. Plan changes made before the 29th are not eligible for pro-rata discounts and will be charged in full for the current month. Please refer to billing details for further information. Excess usage charges will also apply if you exceed your monthly data inclusion and exhaust your banked allowance. Auto Top Up is available For $55 in which 10 Gb of Data Will be given

Plan	Data (GB)	Minimum Cost per Month	International Calls & Text	Network Access	Auto Top Up	International Roaming
DP-1 (4G) (Data Only)	10	Minimum Monthly CostAs Per Your Contract	-	3G/4G	Available (10 GB For $55)	-
DP-2 (4G)	10	Minimum Monthly CostAs Per Your Contract	-	3G/4G	Available (10 GB For $55)	
DP-3 (4G) (Data Only)	30	Minimum Monthly CostAs Per Your Contract	-	3G/4G	Available (10 GB For $55)	-
DP-4 (4G)	30	Minimum Monthly CostAs Per Your Contract	Unlimited To 15 Countries	3G/4G	Available (10 GB For $55)	Available
DP-1 (5G) (Data Only)	60	Minimum Monthly CostAs Per Your Contract	-	3G/4G/5G	Available (10 GB For $55)	-
DP-2 (5G)	60	Minimum Monthly CostAs Per Your Contract	Unlimited To 15 Countries	3G/4G/5G	Available (10 GB For $55)	Available

International Roaming Packs

Pack Code	Pack Name	Data Inclusion	Call inclusion	SMS Inclusion	Validity	Price
Roam3	3 Gb Travel pack	3 GB	300 Minutes	300 SMS	3 Days	$70
Roam5	5 Gb Travel pack	5 GB	30 Minutes	30 SMS	7 Days	$50
Roam10	10 Gb Travel pack	10 GB	60 Minutes	60 SMS	14 Days	$80

Data Pooling Plans (4G & 5G)
1800 QUANTA

support@quantacom.com.au
/quantacomau

EARLY TERMINATION:

TERMINATION FEES:

If you cancel your service during your lock-in contract term, you will be liable for the service fees.for the month in which you cancel. You will also incur the following termination fees:

• Month To Month (No Lock-in contract) - No termination fee

• **24-36 Month Lock-in contract termination fees:**

1. If canceled before the Contract Term:

Minimum Monthly Cost As Per Your Contract x Remaining Months in the Contract.

TERMS & CONDITIONS:

1. Customers can have up to 300 users per pool
2. If a service provider has a customer with more than 300 users, they can create additional pools to share the data amongst the pool of users
3. Intended for use with related end-customers (eg: a business with 50 staff can enrol 50 users into a pool)
4. End-customer notifications for TCP Code will go to the provider of a service only, so monitoring usage will only be possible by the primary user of the account.
5. Product is not intended for use as a "Data aggregation" type model where a Service Provider can enrol all of their customers into a pool (e.g.: subscribe to 1GB plan but label it 10GB), and prop the pool up with 10x 100GB plans.
6. Does not have "data banking" or rollover features, the data pool will be forfeited at the end of each billing period based on the pool's anniversary date
7. All pooling services will need to have the same anniversary date as the pool to ensure that the date inclusions are added/refreshed will be aligned (typically 27th day of each month)
8. Customers' plans changing onto a pooling plan will forfeit any previous data inclusions they may have had on their plans. Customers may choose to schedule the plan change to occur on the 27th to avoid forfeiting previous inclusions.
9. Services that opt out of a data pool will lose their data contributed to the pool, and will need to plan change to a non-pooling plan to restore any data balance.
10. The bolt-on only applies to the pool and not individual services,
11. Service provider can group any combination of plans below (4G/5G/Mobile/Data Only) into a pool.

Plan	Data(GB)	MinimumCost per Month	Total MinimumCost 24 Months Contract	Total Minimum Cost 36 Months Contract
DP-1 (4G) (Data Only)	10	Minimum Monthly Cost As Per Your Contract	Minimum MonthlyCost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months
DP-2 (4G)	10	Minimum Monthly Cost As Per Your Contract	Minimum MonthlyCost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months
DP-3 (4G) (Data Only)	30	Minimum Monthly Cost As Per Your Contract	Minimum MonthlyCost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months
DP-4 (4G)	30	Minimum Monthly CostAs Per Your Contract	Minimum MonthlyCost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months
DP-1 (5G) (Data Only)	60	Minimum Monthly Cost As Per Your Contract	Minimum MonthlyCost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months

Data Pooling Plans (4G & 5G)
1800 QUANTA
support@quantacom.com.au
/quantacomau
QUANTACOM
LIGHT YEARS AHEAD

DP-2 (5G)	60	Minimum Monthly Cost As Per Your Contract	Minimum MonthlyCost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months

-Please note that countries you are traveling are eligible for Bolt-on if you do not select the bolt-on packageyou will be charged as per PAYG for international roaming
https://quantacom.com.au/mobile-plans/mobile-international-roaming-countries/

-If the country is not eligible for Bolt-on Package you will be charged as per PAYG for further information
https://quantacom.com.au/mobile-plans/mobile-payg-rates/

USAGE & PROMOTIONAL DISCOUNTS:

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing. The service must not be used to generate mobile terminating access or SMS messaging terminating access payments (for example, by using SIM boxing), to transmit, refile or aggregate domesticor international traffic on the network, as a call collection service and/or for the call redirection to call centres, call sinks, or mass termination services, or with devices that switch or reroute calls to or from the network to any third party. Fair Use and Acceptable Use Policies apply which can be found on our website.

BILLING:

We will bill you in advance for the minimum monthly charge and features. Your first bill will include chargesfor part of the month from when you took up your plan until the end of that billing cycle, as well as theminimum monthly charge in advance for the next billing cycle. Bills will be emailed to your nominatedbilling contact as part of our commitment to protecting the environment.

WE'RE HERE TO HELP:

If you have any questions, just call us on 1800 782 682 so we can serve you better or you can visit us at https://quantacom.com.au/ for additional information, including to access information about your usage of the service.

COMPLAINTS:

If you have any concerns or complaints, you can access our complaint resolution process via the detailson our website at telair.com.au. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.