Critical Information Summary

QuantaCom Mobile Broadband | ABN: 12 646 586 861

QuantaCom Mobile Broadband Plans

SERVICE DESCRIPTION:

This service is a Post-paid Mobile Broadband service.

MINIMUM TERM:

The minimum term for this plan is 1 month.

PRICING:

All pricing in this document includes GST. Billed from the 28th to the 27th 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 2GB Auto Top Up Bolt-On (up to 5 Blocks x 2GB Per Billing Cycle) 1GB One-off Bolt-On (excess usage once 2GB Bolt-on is exhausted)

Plan	Data (GB)	Minimum Cost per Month	Total Minimum Cost 24 Months Contract	Total Minimum Cost 36 Months Contract	Network Access	Auto Top Up
MBB 1 (5G)	14	Minimum Monthly Cost As Per Your Contract	Minimum Monthly Cost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months	3G/4G/ 5G	Available ($15 For 2 GB)
MBB 2 (5G)	40	Minimum Monthly Cost As Per Your Contract	Minimum Monthly Cost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months	3G/4G/ 5G	Available ($15 For 2 GB)
MBB 3 (5G)	65	Minimum Monthly Cost As Per Your Contract	Minimum Monthly Cost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months	3G/4G/ 5G	Available ($15 For 2 GB)
MBB 4 (5G)	100	Minimum Monthly Cost As Per Your Contract	Minimum Monthly Cost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months	3G/4G/ 5G	Available ($15 For 2 GB)
MBB 5 (5G)	120	Minimum Monthly Cost As Per Your Contract	Minimum Monthly Cost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months	3G/4G/ 5G	Available ($15 For 2 GB)
MBB 6 (5G)	150	Minimum Monthly Cost As Per Your Contract	Minimum Monthly Cost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months	3G/4G/ 5G	Available ($15 For 2 GB)
MBB 7 (5G)	180	Minimum Monthly Cost As Per Your Contract	Minimum Monthly Cost As Per Your Contract x 24 Months	Minimum Monthly Cost As Per Your Contract x 36 Months	3G/4G/ 5G	Available ($15 For 2 GB)

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 cancelled before Contract Term:

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

PLAN ACTIVATION:

Prorated according to the remaining days in the billing cycle.

AUTOMATIC ACTIVATION OF BOLT-ON:

The 2GB Auto Bolt-on is activated automatically on all new activation

*Please note that countries you are traveling are eligible for Bolt-on if you do not select the bolt-on package you will be charged as per PAYG.

*If the country is not eligible for Bolt-on Package you will be charged as per PAYG

.

PLAN UPGRADE/DOWNGRADE:

Not prorated. The new plan rate will apply in full on the day of the change unless made on the 27th of the month.

PLAN DISCONNECTION:

Not prorated. No credit will apply for the remaining days in the billing cycle.

DATA BANKING:

- Unused data can only be banked up to a maximum of 1000GB just leaving MBB-1 (4G) Plan. This current sheet includes eligible plans for data banking.
- If a higher inclusion plan (e.g., 30GB) is downgraded to a smaller plan (e.g., 10GB), then the data banked will be forfeited
- If a service is suspended, it will retain its banked data, but it will not accumulate more data each month it remains suspended
- If a customer changes plan to a plan that is not eligible for data banking (including our Data Pooling plans), their included data will be forfeited - If service ports away or is terminated in error, all data is forfeited, the customer will need to start accumulating data again from zero

Domestic Only: These mobile broadband plans are only available in Australia.

-Please note that countries you are traveling are eligible for Bolt-on if you do not select the bolt-on package you 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 consider 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 domestic or international traffic on the network, as a call collection service and/or for the call redirection to call centers, 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 charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Bills will be emailed to your nominated billing 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 details on our website at telair.com.au. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an inquiry at www.tio.com.au.