Critical Information Summary

QuantaCom Mobile Data Banking | ABN: 12 646 586 861

QuantaCom Mobile Data Banking Plans

SERVICE DESCRIPTION

This is a post-paid Mobile Data Banking 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 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 kilometers.

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.

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.

Data Bank - retain up to 500GB of unused data and carry it forward into the next month, giving you more data to use than just your allocated quota. Banked data cannot be used while roaming overseas. Any unused data at the end of the month which would exceed the maximum allowed balance of 500GB is forfeited.

Downgrading to a smaller plan, changing to a plan not listed on this CIS, and cancelling or porting away your service from us will forfeit any banked data. Any banked data cannot be "gifted" or transferred to another service.

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 cannot be 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 28TH till 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 inclusion and exhaust your banked allowance. Auto Top Up is available for $55 in which you will get 10 Gb.

Plan	Data (GB)	Minimum Cost per Month	International Calls & Text	Network Access	Auto Top Up	International Roaming
DB-1 (5G)	15	Minimum Monthly Cost As Per Your Contract	Unlimited To 15 Countries	3G,4G/5G	Not Available	Available
DB-2 (5G)	45	Minimum Monthly Cost As Per Your Contract	Unlimited To 15 Countries	3G,4G/5G	Not Available	Available
DB-3 (5G)	65	Minimum Monthly Cost As Per Your Contract	Unlimited To 15 Countries	3G,4G/5G	Not Available	Available
DB-4 (5G)	100	Minimum Monthly Cost As Per Your Contract	Unlimited To 15 Countries	3G,4G/5G	Not Available	Available
DB-5 (5G)	120	Minimum Monthly Cost As Per Your Contract	Unlimited To 15 Countries	3G,4G/5G	Not Available	Available
DB-6 (5G)	150	Minimum Monthly Cost As Per Your Contract	Unlimited To 15 Countries	3G,4G/5G	Not Available	Available
DB-7 (5G)	180	Minimum Monthly Cost As Per Your Contract	Unlimited To 15 Countries	3G,4G/5G	Available ($55 For 10 GB)	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

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 TerMinimum Monthly Cost As Per Your Contract x Remaining Months in the contract. **Billing cycle:** Charges and inclusions are metered from the 28th to the 27th of each month. **Plan activation:** Prorated according to the remaining days in the billing cycle

Automatic activation of bolt-ons: The 2GB Auto Bolt-on for $25 and International Roaming Day Pack for $15 have activated automatically on all new activation and any plan change from a legacy plan. Once the 2GB bolt-on will be exhausted 1 GB Bolt will be available for $20 & also 5GB Bolt-on is available on request for $50

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/port away: Not prorated. No credit will apply for the remaining days in the billing cycle.

Timed charges: Timed rates set out in this sheet are listed at the rate per minute irrespective of the rate basis,

Data Banking:

- Unused data can only be banked up to a maximum of 500GB Only available on new plans released from February 2023.

- If a higher inclusion plan (e.g.3000MB) is downgraded to a smaller plan (e.g., 1000MB), then the data banked will be forfeited

- If service is suspended, it will retain it's 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 forthcoming Data Pooling plans), their included data will be forfeited

- If a service port away or is terminated in error, all data is forfeited, the customer will need to start accumulating data again from zero

ADDITIONAL FEATURES

Additional Data Bolt-Ons are available for Domestic data use. Any data top-ups or bolt-ons added to a service that are unused at the end of a billing cycle may be banked as standard. Please refer to the Additional Features Sheet for more information.

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 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 domestic or 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 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 enquiry at www.tio.com.au.