Critical Information Summary

QuantaCom | ABN: 12 646 586 861

QuantaCom–nbn™ Fixed Line – Business Plans

About the service

The nbn™ network is a high-performance network, allowing for super-fast connectivity speeds between customers and Internet Service Providers. This service is only available within an nbn™ Fixed Line service area. Unless your premises is already connected, you will need to be connected to the nbn™ network.

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) $299 Initial Set up Cost + Monthly charge For the First Month

• 36 Month Lock-in contract with $0 activation fee

See Plan Options table below for minimum and maximum 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

If you cancel your service during your lock-in contract term, you will be liable for the service fees for the service fees for the month and the following.

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

• 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	Speed	Monthly Data Allowance	Monthly Charge	Total Minimum Cost (Month to Month)	Total Minimum Cost (24 Months Contract)	Total Minimum Cost (36 Months Contract)
nbn™ QC Business 50	50 Mbps / 20 Mbps	Unlimited	$75.00	$374.00	$1,800.00	$2,700.00
nbn™ QC Business 100	100 Mbps / 40 Mbps	Unlimited	$95.00	$394.00	$2,280.00	$3,420.00
nbn™ QC Business 250 (eSLA)	250 Mbps / 100 Mbps	Unlimited	$167.00	$466.00	$4,008.00	$6,012.00
nbn™ QC Business 500 (eSLA)	500 Mbps / 200 Mbps	Unlimited	$247.00	$54600	$5,928.00	$8,892.00
nbn™ QC Business 1000 (eSLA)	1 Gbps / 400 Mbps	Unlimited	$370.00	$669.00	$8,880.00	$24084.00

*Not all speed tiers are available in all locations. Your nbn™ 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 premises.

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. There is a $10 fee for changing plans.

Data usage information

Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account using our Members Portal.

Activity	Charge per Activity NBN Co Network		
	Fibre to the Premises (FTTP)	Fibre to the Basement (FTTB) and Fibre to the Node (FTTN)	HFC
Initial Standard Installation	$0.00	$0.00	$0.00
Initial Non-Standard Installation	Labour rate + Materials over and above Initial Standard Installation	Labour rate + Materials over and above Initial Standard Installation	Labour rate + Materials over and above Initial Standard Installation
Professional Splitter Installation at time of a Standard Installation	N/A	$250 including first hour + Labour rate thereafter	N/A
Professional HFC-NTD Installation	N/A	N/A	Labour Rate (min 2 hours)
Subsequent Installation	$270 + Labour rate + Materials over and above Initial Standard Installation	$270 + Labour rate + Materials over and above Initial Standard Installation	$270 + Labour rate + Materials over and above Initial Standard Installation
Subsequent Installation of Power Supply with Battery Backup	$0.00	N/A	N/A
Professional Splitter Installation not at time of a Standard Installation	N/A	Labour rate (min 3 hours) + Materials (min $10)	N/A
Equipment Modification (attendance at premises required)	Labour rate + materials	Labour rate (min 3 hours)	Labour rate + Materials (min 3 hours)
Equipment Removal	Labour rate + materials	Labour rate (min 3 hours)	Labour rate + Materials (min 3 hours)
Equipment Repair	Labour rate + materials	Labour rate (min 3 hours)	Labour rate + Materials (min 3 hours)
On Site Maintenance Call Out	$0.00	$0.00	$0.00
No Fault Found (No Truck Roll Required)	Labour rate	Labour rate	Labour rate
No Fault Found (Truck Roll Required)	Labour rate (min 2 hours)	Labour rate (min 2 hours)	Labour rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation)	N/A	Labour rate (min 3.5 hours) plus materials (min $10)	N/A
Late Cancellation (Site visit required)	N/A	Labour rate	Labour rate
Missed Appointment	N/A	Labour rate	Labour rate
Restoration	Labour rate	Labour rate	Labour rate
Incorrect Callout	N/A	Labour rate	Labour rate
New Development Charge	$300	$300	$300

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) on 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 network infrastructure, internet connectivity, wireless interference, limitations of connected devices, cabling, 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.

Response & Resolution Target Times

SLA or eSLA	Operational period	Rectification time
Standard	8am-5pm, business days	5pm next business day
Enhanced-12	7am-9pm	12 hours

Service Incident response refers to the period of time between a fault being logged by the End User with our Helpdesk on 1300 782 682 and the response from QuanatCom acknowledging that incident.

A service incident resolution is the period of time between a fault being acknowledged and the repair of the service. Critical is classified as a complete loss of connectivity or a link degraded by more than 70% of the plan speed.

Major is classified as an issue that seriously impacts the end user operations and requires attention. This could include recurring outages or a reduction in speed greater than 30% from the plan speed.

Minor is classified as impacting upon the service, but the end user is still operational.

So when discussing fault rectification on your nbn™ powered plan, you'll need to take three things into account:

1.   **The operational period of the eSLA**

These are the hours of the day during which your service provider is able to raise faults with nbn – ranging from 8am-5pm business days to 24/7.

2.   **The response time of the eSLA**

This is the maximum time within which you should expect to hear from your service provider to let you know your issue is being addressed. nbn's response times are usually only valid during operational periods – so if a fault occurs at 11pm on a Standard SLA, your response may not be until business hours the next business day.

3.   **The rectification time of the eSLA**

This is the maximum length of time you should expect a fault to take to be rectified once responded to. Like response times, this is affected by your operational period – so that if fault rectification begins at 8pm, it may not be completed until the morning or even afternoon of the next day. That's why for mission-critical services, we recommend considering a 24/7 operational period.

Exclusions to the SLA

QuantaCom service assurance obligations do not extend to faults caused as a result of:

• Any fault in equipment, software or any network not forming part of the service or the QuantaCom Equipment; or

• Damage from any external cause that may prevent the service or the QuantaCom Equipment working.

• Acts or omissions of an End User.

• Third-party equipment that is not installed by QuantaCom.

• The removal of QuantaCom Equipment

Network Unavailability does not include any unavailability resulting from:

• Planned Network outages.

• Acts or omissions of an End User.

• Force Majeure, and any other situations beyond the reasonable control of QuantaCom.

• Faults in the End User equipment or software.

• Damage due to external causes, e.g., vandalism, theft, loss of power, flooding, pests etc