

## Critical Information Summary

QuantaCom | ABN: 12 646 586 861

### QuantaCom Fixed Wireless – Core Plans

About the service, QuantaCom Internet's Fixed Wireless network is a high-performance network servicing the areas of Geraldton and Perth, Western Australia. It covers all areas of Geraldton, with extensions to areas up to 100km from the Geraldton CBD (including the Abrolhos islands). The Perth network currently covers most areas north of the river and some areas in the hills. Fixed wireless offers high speed internet access. It does not require a phone line, making it ideal for premises that struggle to receive an internet connection through traditional means. The Maximum speeds achievable will depend upon your distance to our transmission towers. Availability depends on the line of sight between your premises and the QuantaCom Internet transmission towers. After you signup, we will complete an electronic site survey to determine your eligibility and you will be advised whether you can be connected. This is done at no charge to you. You will require an antenna to be installed on your roof to access this service. The Antenna always remains the property of QuantaCom Internet.

#### Minimum and Maximum Charges

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

- Month To Month (No Lock-in contract) \$599 Initial Set up activation fee + Monthly Charge Of The Plan
- 36 Month Lock-in contract with \$0 activation fee

See Plan Options table below for minimum and maximum charges.

#### 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
- 36 Month Lock-in contract termination fees:
  1. If cancelled before Contract Term:  
Monthly Charge of the Plan of the Plan x Remaining Months in the contract

#### Plan Option:

Plan	Speed	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost (Month to Month Contract)	Total Minimum Cost (24 Month Contract)	Total Minimum Cost (36 Month Contract)
QC Core FW 70	70 Mbps / 20 Mbps*	Unlimited	\$68	\$667	\$1632	\$2,448
QC Core FW 120	120 Mbps / 20 Mbps*	Unlimited	\$90	\$689	\$2,160	\$3,240
QC Core FW 250	250 Mbps / 100 Mbps*	Unlimited	\$104	\$703	\$2,496	\$3,744
QC Core FW 500	500 Mbps / 200 Mbps*	Unlimited	\$115	\$714	\$2,760	\$4,140

\*Selected areas only. Availability is subject to site survey results.

### **Inclusions All of our plans come with:**

- Unlimited Data Allowance (Subject to our Fair Use Policy)
- Five complimentary email addresses
- Local Western Australian Based Support
- Static IP Optional will be Charged \$10 Per Month

### **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-\$249. Alternatively, you may purchase a wireless router from another retailer of your choice.

**Please note:** For 36 Month plans if fixed wireless installation exceeds from 3 hours due to complicated installation or any other reason, then after 3 hours installation will be charged for \$147/- Per Hour and in case client failed to give roof access on the installation day or due to any other reason if client is unable to provide permit to the installation team once the team is onsite no matter which contract term is for that particular visit he will be charged \$150 new installation date will be provided later on.

### **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, 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, login to our Members Portal. Your plan change will take effect at the start of the next billing cycle. 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.

### **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 8am-8pm weekdays and 9am-5pm on weekends.

### **Complaints or disputes**

If you have a problem or complaint about your service, visit Our Support Centre 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.