

QCS Group NBN Services

Key facts and critical information summary



Authorised Reseller



AUTHORIZED RESELLER



Barracuda



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PEAK AND OFF PEAK TYPICAL DOWNLOAD SPEEDS

Speed Tier	Standard 12	Standard 25	Standard 50	Standard 100
Typical download speeds	11Mbps down	22 Mbps down	45 Mbps down	80 Mbps down
Suitable for	1-2 people Web Browsing Emailing. Not suitable for VOIP or cloud backup	1-2 people Web Browsing Emailing VOIP Calls	5-10 people Browsing Emailing VOIP Calls (Fixed Wireless not supported)	10-20 people Browsing Emailing VOIP Calls Cloud Backup (Fixed Wireless not supported)

Typical download speeds is the typical expected speeds during standard business hours i.e. standard non-public holiday working day between 9am-5pm. However, they are not the guaranteed minimum speed. Your actual speeds can vary depending on different factors such as your NBN technology type, internet usage, in-premise equipment, the quality of your line and website congestion.

OTHER FACTORS AFFECTING NBN™ SPEEDS

Wi-Fi™

Your Wi-Fi connection can be affected by the distance between your device and the location of the modem. Electrical interference is more likely to occur when you are further away from the modem. To improve the connection, you can move the modem to a different area in your premises to reduce the distance or simply connect your device to the modem via ethernet cable.

Line length and quality

If you have FTTN/FTTB/FTTC, your speed can be affected by the length and quality of your copper line from your premises to the node/basement/FTTC node. Also, if the copper wiring in your premises is configured poorly or damaged in any way, you will experience much slower speeds. You might want to have a certified technician visit your site and fix the internal wiring issues if possible.

Congestion

Congestion can occur when you are accessing a website that has a lot of simultaneous user traffic, or if you are downloading content from an international source.

Internet Usage

If there are multiple devices in your premises connected to your service, the bandwidth will be shared between them so you can experience slower speeds.

WHAT HAPPENS DURING A POWER FAILURE?

Landline phone and internet services won't work if there is a power outage within the NBN network or within your premises. If you have medical alarms, fire alarms, or lift emergency phones contact your equipment provider to check that your equipment will work on the NBN network. These devices may also not work during a Power Failure.

NBN TECHNOLOGY TYPE

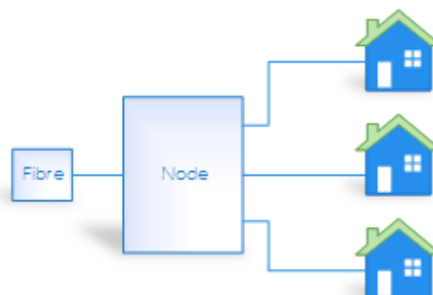
Fibre to the Premises (FTTP) – Router only

FTTP has Optical Fibre leading directly to your premises and is connected to the NBN box inside. FTTP is compatible with all QCS Group NBN plans and speed tiers, but the speed can still be affected by other factors stated above.



Fibre to the Node (FTTN) – Modem + router needed

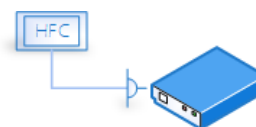
FTTN has Optical Fibre leading to a nearby node and connects to the phone socket in the premises via existing copper lines. FTTN speeds can be impacted by various factors like weather, electrical interference, quality of premises cabling as well as the length and quality of the copper line.



Your maximum attainable line speed can only be confirmed when your service is activated on the NBN network. You may want to start with a lower speed first and upgrade the speed tiers once the information is available. If your FTTN connection doesn't allow you to reach the speed tier you are on, QCS Group may help you choose a plan that matches.

Hybrid Fibre Coaxial (HFC) – Router only

HFC has Optical Fibre connecting to a node on your street, which leads to your premises via coaxial cable. HFC is also compatible with all QCS Group NBN plans and speed tiers, but the speed can still be affected by other factors stated above.



Fibre to the Building (FTTB) – Modem + router

FTTB has Optical Fibre leading to a node in your building's communication room. The nbn will connect from the node to the phone socket in your premises via the building's existing copper network. Factors affecting FTTB speeds include electrical interference, quality of premises cabling as well as the length and quality of the copper line.



Your maximum attainable line speed can only be confirmed when your service is activated on the nbn network. You may want to start with a lower speed first and upgrade the speed tiers once the information is available. If your FTTB connection doesn't allow you to reach the speed tier you are on, QCS Group may help you choose a plan that matches the speeds you can achieve.

Fibre to the Curb (FTTC) – Router Only

FTTC has Optical Fibre leading to a small node in the telecommunications pit or mounted to the pole outside your premises. From there, a copper telephone cable delivers the service to the MDF.



Your maximum attainable line speed can only be confirmed when your service is activated on the nbn network. You may want to start with a lower speed first and upgrade the speed tiers once the information is available. If your FTTC connection doesn't allow you to reach the speed tier you are on, QCS Group may help you choose a plan that matches the speeds you can achieve.

Fixed Wireless – Router only

Fixed Wireless is connected via an antenna on your roof, which receives data signals from an nbn tower in your area.



The data is transmitted wirelessly to an nbn connection box in your premises. Factors that affect Fixed Wireless nbn includes weather conditions and the quality of signal received from the local nbn tower to your antenna.

All services are provided over NBNco infrastructure to deliver broadband to your premises.

SERVICE INFORMATION

Where is this service available?

This service is available in any location where NBN has been rolled out.

What do you need to access this service?

NBN may need to install equipment on the outside and inside your premises.

You will need an NBN ready modem / router. Pricing available on our application form.

FTTC and HFC connection need an NBN NTD device provided from NBN co.

QCS Group will organise with NBNco for all appointments. No appointments or estimations can be made until an order is placed. QCS Group will select the first available appointment and confirm with the customer before installation will proceed.

The account holder or persons over the age of 18 must be onsite at time of installation.

IMPORTANT INFORMATION FOR FTTN AND FTTC CUSTOMERS

NBN will use existing copper services to install the connection. This means you will need to transfer to a VOIP phone service to keep phone lines working.

Speak to us today if you need to look into a phone system.

QCS Group strongly recommend installing a second line for new installation to save any current service disruptions. Please see Churn of service below.

EXCESS DATA USAGE

There are no excess data usage charges for this service

SETUP FEE

All setup fees are stated in the application form.

Professional installation: \$ 240.00 INC GST. This includes the first hour and callout for installation of NBN services. This includes:

- modem / router installation and testing
- network testing
- print scanning settings updated
- email settings (POP3) email changes
- connect workstations to WIFI (if applicable)

If any other work is required, it will be charged at \$160.00 per hour.

Any static IP addresses for devices or advanced/specific devices will need to be advised to QCS Group before installation. These devices may not be covered under the professional installation.

NEW DEVELOPMENT FEE

NBNCo may charge a \$330 INC GST new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

QCS Group will forward charge this to the customer with no additional cost.

ADDITIONAL CONNECTION FEE

NBNCo may charge \$297.00 INC for additional NBN equipment for multiple NBN services at a single premise.

QCS Group will forward charge this to the customer with no additional cost.

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QCS Group will on charge this to the customer with no additional cost.

DELIVERY FEE

QCS Group may charge a \$12.00 delivery fee for equipment that needs to be shipped to a customer. All shipments include tracking.

CABLING

Additional cabling may be needed onsite. This may be:

- Terminating from and MDF frame to IDF frame (FTTC and FTTC services)
- Cabling from NBN NTD to cabinet / router infrastructure

All cabling can be completed by QCS Group by licensed technicians. This can be quoted at time of professional installation or beforehand.

SERVICE CHURNS

When a service is moved from one carrier to another, this is a service churn.

QCS Group recommends installing a new line to minimise any disruptions to internet services. This will mean both services will run until the new service is tested and running.

There may be a period where you pay for both services.

MINIMUM CONTRACT FEE

Minimum monthly term available: 1 month – see application for pricing

CANCELLATION OF SERVICES

QCS Group will need 30 days' notice for service cancellations. If service is still in contract, payout will be equal to the remaining months on the contract.

WIRELESS INFRASTRUCTURE

QCS Routers supplied may not provide the best wireless coverage for multiple users. Speak to your account manager if wireless is critical to your setup and we can quote on additional equipment to provide a great wireless experience.

ADDITIONAL IP ADDRESSES – BUSINESS GRADE SERVICES ONLY

Additional IP addresses are available for an additional fee. Please speak to your account manager for more information.

OTHER INFORMATION

SUPPORT

QCS Group offers Australian based support 8:30am – 5:00pm Monday to Friday on 1300 858 723.

24-hour support available at additional fee. Please see our website for additional information.

QCS Group have automatic SMS / email services for known outages. Please let your account manager know these details upon application.

Service disruptions and outages

QCS Group recommends a 4G backup solution for **ALL** NBN services.

Pricing and information are on the application forms.

QCS Group can organise Telstra sim plans and equipment.

If 4G backup is not required, please sign the paperwork under 4G backup.

SLA (service level agreements) – Business grade services only

SERVICE AVAILABILITY TARGET – 99.95%

FAULT RESTORATION TARGET – 12 hours

All SLA Agreements are provided by NBNco.

QCS group escalates all issues to our upstream provider.

Complaints

Please send any complaints on QCS Group NBN services to info@qcsgroup.com.au or call 1300 858 723 and speak to your account manager.

Contact

QCS Group

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