

QCS Group Internet Services

Key facts and critical information summary



Authorised Reseller



AUTHORIZED RESELLER



Barracuda



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QCS Group NBN Services

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 are 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

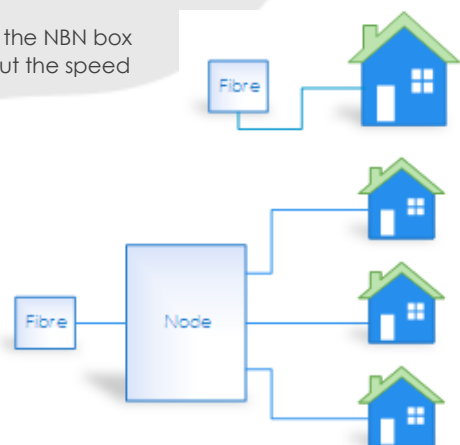
Fibre to the Premises (FTTP) – Router only

FTTP has Optic 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

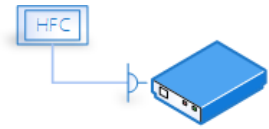
FTTN has Optical Fibre leading to a nearby node and connects to the phone socket in the premises via existing copper lines. FTTN speeds can be impacted by various factors like weather, electrical interference, quality of premises cabling as well as the length and quality of the copper line.

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.



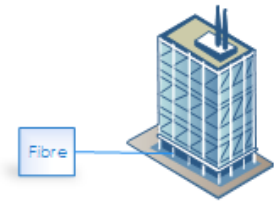
Hybrid Fibre Coaxial (HFC) – Router only

HFC has Optic 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

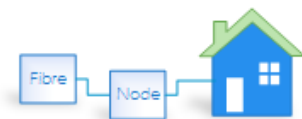
FTTB has Optical Fibre leading to a node in your building's communication room. The nbn will connect from the node to the phone socket in your premises via the building's existing copper network. Factors affecting FTTB speeds include electrical interference, quality of premises cabling as well as the 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 \$180.00 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 \$300 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.

NEW CONNECTION FEE

NBNCo may charge a \$300 INC GST new connection 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 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 FEE – QCS Group Enterprise Ethernet Connections Only

Cancellation Fees		
Order Progress	Fee (ex. GST)	Applicable From
Step #1 - Planning	\$3,000	Order accepted
Step #2 - Site Survey	\$5,000	Construction Partner selected
Step #3 - Preparation	\$5,000	Site Survey conducted
Step #4 - Construction	\$25,000 ^	Construction started
Step #5 - Activation	85% of remaining contract value ^	Construction completed
Active Service	85% of remaining contract value ^	Service activation

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.

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.

QCS Group Enterprise Ethernet 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.

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.

Class of service

Providers can order bandwidth over the network with different network performance characteristics.

Class of Service – Low, provides 'best-efforts' data, which means that there are no contractual guarantees on the network performance and so may be subject to congestion at times of high network usage. This type of network data performance is designed for applications that are not time-sensitive such as social media, internet access and email.

For business-critical applications we recommend you consider our priority data classes of service.

Class of Service – High: all data allocated to this class of service is given **priority across** the **nbn™** network over best efforts residential and business traffic. This is our highest quality data on Enterprise Ethernet with contractual commitments to providers on network latency, jitter, and frame delay.

Service Level Agreements

Each service comes with a standard 12 hour restore target, though that time is extended if a site visit is required and the premises is located outside of a metropolitan area. Service providers have the option to increase the level of service with 4-, 6- and 8-hour restoration targets also available (those targets are also extended for premises where a site visit is required outside of a metropolitan area).

Premium assurance tiers	Restore targets (hours)			
	No plant work is required	Plant work and/or site visit is required		
	All areas	Metropolitan	Regional centre, major or minor area	Remote area
Premium 4 (24/7)	4	4	18	32
Premium 6 (24/7)	6	6	20	34
Premium 8 (24/7)	8	8	22	36
Premium 12 (24/7)	12	12	26	40

All times refer to the target times offered by **nbn** to providers. The target times offered to you by your provider may differ from those listed above. Not all faults with your service relate to a fault within the **nbn**TM network – faults may be related to matters within your provider's network, your premises equipment or network resources being accessed. These target times only relate to faults that occur on the **nbn**TM network.

MINIMUM CONTRACT FEE

Enterprise Ethernet plans are available on 36 month contract.

SITE WORKS / CIVIL WORKS

Civil works may be required. Any work required that will be billable will be quoted to the customer before works take place. The application can be terminated if these fees are rejected.

ADDITIONAL IP ADDRESSES

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

QCS Group Fibre 400 and Fibre 1000 services

SERVICE INFORMATION

Where is this service available?

A service qualification will be required before this service can be supplied.

Speeds

Your Access Service can never go faster than the maximum line speed achievable at your premises. Actual throughput will be lower than access bandwidth due to the transmission protocol and can vary depending on various factors including hardware and software capability and configuration, source and type of content downloaded.

What do you need to access this service?

QCS Groups' upstream provider may need to install equipment on the outside and inside your premises.

You will need a router with the ability to achieve the 400/1000 service speeds.

QCS Group will organise with our upstream carrier 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.

Additional information may be required after application is placed.

SITE WORKS / CIVIL WORKS

Civil works may be required. Any work required that will be billable will be quoted to the customer before works take place. The application can be terminated if these fees are rejected.

MINIMUM CONTRACT FEE

Fibre400 plans are available on a 24 or 36 month contract.

Fibre1000 plans are available on a 24, 36 or 48 month contract.

ADDITIONAL IP ADDRESSES

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

SLA (service level agreements) – Business grade services only

SERVICE AVAILABILITY TARGET – 99.95%

FAULT RESTORATION TARGET – 12 hours

All SLA Agreements are provided by QCS Groups' upstream provider.

QCS group escalates all issues to our upstream provider.

QCS Group Fibre 50 and 100 services

SERVICE INFORMATION

This service is delivered by Telstra and supported by QCS Group. The QCS Group Fibre service gives you a high performance, carrier-grade, dedicated connection to the Internet via Telstra's points of presence around Australia. The Ethernet MAN Access Service connects your premises to Telstra's points of presence using a single uplink uncontended symmetrical service on the Telstra Ethernet over fibre network.

AVAILABILITY

Service, access bandwidth options and special pricing offer are not available in all locations. We need to perform service qualification for your premises to assess feasibility at your premises. We will confirm your pricing zone and whether special pricing plans are available when you apply.

INCLUSIONS

- Chosen access bandwidth
- Unlimited traffic allowance
- Telstra owned and monitored network termination unit providing an ethernet interface at the user end
- Static IP address, which gives your router a fixed numerical address on the internet

SPEEDS

Your Access Service can never go faster than the maximum line speed achievable at your premises. Actual throughput will be lower than access bandwidth due to the transmission protocol and can vary depending on various factors including hardware and software capability and configuration, source and type of content downloaded.

MINIMUM TERMS

36 months

CHANGING PLANS

You can upgrade to a higher bandwidth anytime subject to feasibility at your premises. If you request to move to a lower bandwidth, your request is subject to our approval and may require additional charges.

What do you need to access this service?

QCS Groups' upstream provider may need to install equipment on the outside and inside your premises.

You will need a service compatible router.

QCS Group will organise with our upstream carrier 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.

Additional information may be required after application is placed.

SITE WORKS / CIVIL WORKS

Civil works may be required. Any work required that will be billable will be quoted to the customer before works take place. The application can be terminated if these fees are rejected.

ADDITIONAL IP ADDRESSES

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

SLA (service level agreements) – Business grade services only

Standard restoration level for Ethernet MAN Access Service is Business Plus (coverage period 24X7; response target 60 min; offsite & urban onsite restoration target 12 hours).

All SLA Agreements are provided by QCS Groups' upstream provider (Telstra).

QCS group escalates all issues to our upstream provider.

OTHER INFORMATION

SETUP FEES

All setup fees are stated in the application form.

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.

CABLING

Additional cabling may be needed onsite.

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

Professional installation: As per application form. This includes the first hour and callout for installation of internet 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 standard rates.

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.

EXCESS DATA USAGE

There are no excess data usage charges for QCS Group services with unlimited data.

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** 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.

Complaints

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

Contact

QCS Group

19 / 256 – 258 Musgrave Road

Coopers Plains

QLD 4108

1300 858 723

[Info@qcsgroup.com.au](mailto:info@qcsgroup.com.au)