



QCS CommsChannel Mobile – SIM-Only PostPaid Plans

Critical Information Summary

Summary Of Essential Information

The following encompasses a comprehensive overview of pertinent details regarding your plan as well as the supplementary enhancements periodically offered for your utilisation alongside the plan. Nevertheless, please note that this document does not encompass any exclusive offers or promotions that may be introduced intermittently.

All plans are post paid, SIM only on a month to month contract. Should you cancel a service, the billing will stop 30 days after the date of cancellation. All prices shown above are inclusive of GST.

| QCS CommsChannel Mobile M | QCS CommsChannel Mobile L | QCS CommsChannel Mobile XL |
|---|---|---|
| Monthly – Inc GST | Monthly – Inc GST | Monthly – Inc GST |
| \$45.00 | \$55.00 | \$75.00 |
| 25GB Included Data | 45GB Included Data | 120GB Included Data |
| Speed Cap: 100/100 Mbps National Voice & SMS: Unlimited National MMS: 2000 IDD: PAYG Databank Limit: 500GB Data Gifting: 12.5GB 4G Only | Speed Cap: 100/100 Mbps National Voice & SMS: Unlimited National MMS: 2000 IDD: Unlimited 10 Databank Limit: 500GB Data Gifting: 22.5GB 4G Only | Speed Cap: 250/250 Mbps National Voice & SMS: Unlimited National MMS: 2000 IDD: Unlimited 15 Databank Limit: 500GB Data Gifting: 60GB 5G Only |

Disclaimer: 5G Speeds may vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

International Outbound Call inclusions

L Plan - Unlimited 10 - Destinations are: China, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, UK, USA

XL Plan - Unlimited 15 - Destinations are: Bangladesh, Canada, China, Greece, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK, USA

NB – International calling not available in other products.

Information about the Service:

Devices

The following compatible devices will have to be brought in to avail services:

- The mobile device which supports 3G 850 MHz
- For access to the 4G service, both 4G 1800MHz and 4G 700 MHz bands.
- For access to 5G service, 5G 3.6 GHz banding

Download Speeds and Speed Caps

When utilising our mobile plans with 4G connectivity, the download speeds for the allocated data are limited to 100Mbps, while our 5G plans have a cap of 250Mbps. It should be noted that these speed limitations are influenced by various factors, including but not limited to geographical location, proximity to the base station, local conditions, concurrent users, and hardware and software configurations.

To access the higher speeds of 5G, it is necessary to possess a device compatible with 5G technology and be situated within the Telstra Wholesale Mobile Network coverage area, which currently encompasses a minimum of 75% of the Australian population. You can refer to our coverage map available at [QCS Commschannel Mobile – QCS Group](#) to verify the extent of our network coverage.

We acknowledge the significance of consistent and dependable speeds, which is why we exert diligent efforts to optimise our network for the most optimal user experience. However, it is important to bear in mind that certain external factors beyond our control may impact your speeds.

Factors Influencing your Actual Speeds

Data download and upload speeds. The speed you will experience on your mobile device is limited by many factors such as:

- The topography of your location (for example any obstructions of the line of sight to the base station)
- Your distance from the base station
- The local weather conditions (like extreme heat or heavy rain)
- How many other users are accessing the mobile network from the base station at the same time
- Whether your device supports the relevant mobile network spectrum bands
- The hardware and software configuration on your device
- Any speed cap or other restriction applied to your plan
- The destination of your internet browsing session (e.g. a busy web server).

What happens if I Exceed my Data Allowance?

When you exceed your data allowance, you will not be allowed to use any more data and you will not be charged any more. There are three ways to get more data with QCS CommsChannel Mobile:

- Top up your data bank via the QCS CommsChannel Mobile portal. If you need a quick data boost, this option is for you. However, you'll have to pay for it.
- Upgrade your plan to one with more data each month. This option is ideal if you require a lot more data, but not immediately. After upgrading, your new data allowance will kick in for your next payment cycle.
- Ask a friend or a colleague with a QCS CommsChannel Mobile service to gift you some data. With this option, the amount of data you receive will depend on what your friend can hook you up with. Both a top-up and a gift will be deposited into your data bank pretty quickly.
- Choosing the best option for you depends on why you need more data and when you need it.

Data Rollover:

Any unused data at the end of your billing cycle will be accrued up to a limit of 500 Gbytes. Anything over the 500 Gbyte cap will be automatically removed from your account. NB if you downgrade your plan, you will lose any accrued data up to the point of changing your plan.

Can I Change my Plan?

QCS CommsChannel Mobile provides the flexibility to modify your plan size once during each monthly payment cycle. The changes in plan and pricing will be implemented from the beginning of the subsequent monthly payment cycle. Please note that if you decrease your plan size, there will be no reimbursement for any data already paid for under the higher data plan for the current month. If you downgrade your plan, you will lose any roll over data that you've accumulated.

Data Sharing:

As an integral component of your strategy, you possess the capability to bestow data to another QCS CommsChannel Mobile subscriber in increments of 1GB. Moreover, you have the option to retain any remaining data at the conclusion of each month, thereby enabling you to amass supplementary data for prospective utilization.

Voicemail:

QCS CommsChannel Mobile provides a personal answering service with a custom greeting for missed calls. You can also receive converted text messages for up to 10-second voicemails. To set up your voice mail, call 141 and follow the prompts.

Restrictions on Services:

Certain operator types, including satellite numbers, premium numbers, and international numbers outside of selected add-on destinations, cannot be contacted via calls or texts. QCS CommsChannel Mobile's services are exclusively accessible within Australia.

Cost and Billing:

The monthly billing for your service will commence from the date of service activation. Please note that a minimum 30-day initial period applies. Thereafter, no fixed term applies. Automated invoices are generated that may either be paid on account or via a direct debit mechanism.

QCS CommsChannel Mobile provides the flexibility to modify your plan size once during each monthly payment cycle. The changes in plan and pricing will be implemented from the beginning of the subsequent monthly payment cycle. Please note that if you decrease your plan size, there will be no reimbursement for any data already paid for under the higher data plan for the current month. If you downgrade your plan, you will lose any roll over data that you've accumulated.

Supplementary bolt-on packs, such as the International Call and excess data packs will be added to your next invoice in our normal billing cycle.

Should you decide to cancel your service, you may do so through your QCS CommsChannel Mobile Account Manager or with your re-seller. Our standard notice period is 30 days and the service will be billed for 30 days after the date of cancellation.

What is the Telstra Wholesale Mobile Network?

Telstra Wholesale is the business unit in Telstra which sells telecommunications solutions to resellers, who create products for businesses and consumers in Australia. Telstra Wholesale provides access to the Telstra Wholesale Mobile Network which is used by leading retailers and resellers to support their consumers with mobile connectivity plans. These resellers are often called Mobile Virtual Network Operators, or MVNOs.

Telstra Wholesale Mobile Network Coverage:

The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 3G*, 4G or 5G and covers more than 1.6m square kilometres of the Australian landmass. The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G.

**On August 31st 2024 3G network services will cease.*

Add on Services

QCS CommsChannel Mobile offers several convenient add-on packages:

1. **1GB Data Top Up:** This Add on is utilised when the End User's plan exhausts (in priority) their promotional data, data inclusion, and data bank.
2. **7 Day International Travel Pack:** Covers 67 International Destinations
3. **14 Day International Travel Pack:** Covers 67 International Destinations

Pricing and key terms are outlined below:

| Add On Services | |
|--|--------------------------------------|
| Product Code/Description | QCS CommsChannel Mobile - 1GB Top Up |
| | Once Off |
| Cost, inc GST | \$14.00 |
| Bolt On/Top Up | Top Up |
| Expiry | Inline with underlying plan |
| Voice and SMS Inclusions for Period | N/A |
| Data Inclusion for Period | 1 GB* |
| IDD Inclusions | N/A |
| * AUTO 1GB Data Top Up: This Add-on is utilised when the End User's plan exhausts (in priority) their promotional data, data inclusion, and data bank. | |

| Add On Services | | |
|---|---|--|
| Product Code/Description | QCS CommsChannel Mobile - 7 Day Travel Pack | QCS CommsChannel Mobile - 14 Day Travel Pack |
| | 7 Day @\$8.00/day | 14 Day @\$7.00/day |
| Cost, inc GST | \$56.00 | \$98.00 |
| Bolt On/Top Up | Bolt On | Bolt On |
| Expiry | 7 days | 14 days |
| Voice and SMS Inclusions for Period | 30 Mins / 30 Text | 60 Mins / 60 Text |
| Data Inclusion for Period | 5 GB | 10 GB |
| IDD Inclusions | IR 67 | IR 67 |
| Travel Pack 7/14 Day: 67 countries (Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czech Republic , Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Kenya, Latvia , Lithuania , Luxembourg , Macao , Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Nigeria , Norway , Papua New Guinea , Philippines, Poland, Portugal, Qatar, Romania, Russia, Samoa, Saudi Arabia, Singapore, Slovak Republic , Slovenia, South Africa , South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, UAE, UK, UK Channels island (Gurnsey), Isle Of Man, USA, Vanuatu & Vietnam | | |

To find out more, please reach out at: www.qcsgroup.com.au or call us at 1300 858 723

DATA ONLY SIM'S

| QCS Mobile Data Only 1 | QCS Mobile Data Only 5 | QCS Mobile Data Only 10 |
|--|--|---|
| Monthly – Inc GST \$ 15 .00 1GB Included Data <small>Additional data is charged at \$5.00 per gigabyte</small> | Monthly – Inc GST \$ 20 .00 5GB Included Data <small>Additional data is charged at \$5.00 per gigabyte</small> | Monthly – Inc GST \$ 25 .00 10GB Included Data <small>Additional data is charged at \$5.00 per gigabyte</small> |
| Speed Cap: 100/100 Mbps Databank Limit: 500GB Data Gifting: 5GB 4G Only *Uses the Optus Mobile Network | Speed Cap: 100/100 Mbps Databank Limit: 500GB Data Gifting: 5GB 4G Only *Uses the Optus Mobile Network | Speed Cap: 100/100 Mbps Databank Limit: 500GB Data Gifting: 5GB 4G Only *Uses the Optus Mobile Network |

Who Supplies the Data Only Sims?

These are supplied via the Optus Mobile network and have no voice capability.

How Can I See My Data Inclusion?

Your plan will clearly show your data inclusion in the plan name, either QCS CommsChannel Mobile Data Only 1, QCS CommsChannel Mobile Data Only 5 or QCS CommsChannel Mobile Data Only 10.

Will I Be Notified About Data Usage?

As your data is consumed, we will advise at 50%, 80% and 100% usage.

What Happens When I Use All My Data?

After 100% of your data has been consumed, additional gigabytes will be added at the rate of \$5 per gigabyte. We will advise you as each gigabyte is consumed.

Does My Unused Data Carry Over?

Unused data does not carry over from month to month.

Can I Change My Plan?

Only one plan change per month is allowed.