



# QCS Mobile – SIM-Only PostPaid Plans

## Critical Information Summary

- You will have a real person answering the phone.
- Cost reduction (potentially).
- Easy billing access and logical billing.
- Detailed billing provided.
- Add or remove authorities easily.
- Adds/Moves/Changes requested can be made via email.
- Adds/Moves/Changes requested will be done in hours, not days.
- Dedicated account manager.
- Billing on existing QCS account, to approved applicants. Must be paid by credit card on an automatic debit.
- 30-day minimum term. Thereafter no fixed term agreement.
- Powered by Telstra Wholesale Mobile Network.
- Keep your existing number and device.
- Switch in minutes.
- 4G and 5G coverage

## 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 utilization 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 postpaid, SIM only on a month-to-month contract. Should you cancel service, the billing will cease 30 days after the date of cancellation. All prices shown above are inclusive of GST.

## MOBILE SERVICE (Data Pooling)

<b>QCS Mobile Data Pooling 10</b>	<b>QCS Mobile Data Pooling 30</b>	<b>QCS Mobile Data Pooling 45</b>	<b>QCS Mobile Data Pooling 60</b>
Monthly – Inc GST	Monthly – Inc GST	Monthly – Inc GST	Monthly – Inc GST
<b>\$ 55</b> .00	<b>\$ 65</b> .00	<b>\$ 72</b> .00	<b>\$ 85</b> .00
10GB Included Data	30GB Included Data	45GB Included Data	60GB Included Data
Speed Cap: 100/100 Mbps National Voice & SMS: Unlimited National Standard MMS: Unlimited IDD: PAYG 4G Only	Speed Cap: 100/100 Mbps National Voice & SMS: Unlimited National Standard MMS: Unlimited IDD: Unlimited 15 4G Only	Speed Cap: 100/100 Mbps National Voice & SMS: Unlimited National Standard MMS: Unlimited IDD: Unlimited 15 5G	Speed Cap: 250/250 Mbps National Voice & SMS: Unlimited National Standard MMS: Unlimited IDD: Unlimited 15 5G

## MOBILE SERVICE (Data Gifting)

<b>QCS Mobile Data Gifting 15</b>	<b>QCS Mobile Data Gifting 29</b>	<b>QCS Mobile Data Gifting 65</b>	<b>QCS Mobile Data Gifting 120</b>
Monthly – Inc GST	Monthly – Inc GST	Monthly – Inc GST	Monthly – Inc GST
<b>\$ 44</b> .00	<b>\$ 50</b> .00	<b>\$ 65</b> .00	<b>\$ 85</b> .00
15GB Included Data	29GB Included Data	65GB Included Data	120GB Included Data
Speed Cap: 100/100 Mbps National Voice & SMS: Unlimited National Standard MMS: Unlimited IDD: PAYG 4G Only	Speed Cap: 100/100 Mbps National Voice & SMS: Unlimited National Standard MMS: Unlimited IDD: Unlimited 15 4G Only	Speed Cap: 100/100 Mbps National Voice & SMS: Unlimited National Standard MMS: Unlimited IDD: Unlimited 15 5G	Speed Cap: 250/250 Mbps National Voice & SMS: Unlimited National Standard MMS: Unlimited IDD: Unlimited 15 5G

## MOBILE BROADBAND (Data Pooling)

<b>QCS MBB Data Pooling 10</b> Monthly – Inc GST <b>\$ 35</b> .00 10GB Included Data Speed Cap: 100/100 Mbps No Calls or SMS Included 4G Only	<b>QCS MBB Data Pooling 30</b> Monthly – Inc GST <b>\$ 50</b> .00 30GB Included Data Speed Cap: 100/100 Mbps No Calls or SMS Included 4G Only	<b>QCS MBB Data Pooling 45</b> Monthly – Inc GST <b>\$ 70</b> .00 45GB Included Data Speed Cap: 100/100 Mbps No Calls or SMS Included 5G	<b>QCS MBB Data Pooling 60</b> Monthly – Inc GST <b>\$ 85</b> .00 60GB Included Data Speed Cap: 250/250 Mbps No Calls or SMS Included 5G
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## MOBILE BROADBAND (Data Gifting)

<b>QCS MBB Data Gifting 29</b> Monthly – Inc GST <b>\$ 38</b> .00 29GB Included Data Speed Cap: 100/100 Mbps No Calls or SMS Included 4G Only	<b>QCS MBB Data Gifting 65</b> Monthly – Inc GST <b>\$ 55</b> .00 65GB Included Data Speed Cap: 100/100 Mbps No Calls or SMS Included 5G	<b>QCS MBB Data Gifting 120</b> Monthly – Inc GST <b>\$ 85</b> .00 120GB Included Data Speed Cap: 250/250 Mbps No Calls or SMS Included 5G	<b>QCS MBB Data Gifting 400</b> Monthly – Inc GST <b>\$ 115</b> .00 400GB Included Data Speed Cap: 250/250 Mbps No Calls or SMS Included 5G
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**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.

### Information about the Service:

#### Devices

To access 4G or 5G services, the following device specifications are required:

- For 4G service, the device must support both the 4G 1800 MHz and 4G 700 MHz bands.
- For 5G service, the device must support the 5G 3.6 GHz band.

### Download Speeds and Speed Caps

When utilising our mobile plans the download speeds for the allocated data range from 100Mbps to a cap of 250Mbps depending on your service. 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 Mobile Coverage](#) 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 speed.

### **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?**

#### **Data Pooling Plans:**

If your usable data is exhausted from your shared pool, you have the following options:

- **Increase Your Data Allowance:** You can upgrade the data allowance on one or more of your plans. This additional data will be added to your shared pool almost immediately, and you will be charged the full amount of the new monthly plan for the current month. Plan changes are not pro-rated. Your new increased price will show on your next bill.
- **No Excess Data Charges:** You won't be charged for excess data usage in Australia. If you exceed your included pooled data allowance, all your services will no longer have access to mobile data until your next monthly payment date or you upgrade one or more phones in your data pool to a higher plan.

If you disconnect or cancel one of your services, the data allowance associated with that service will be removed from your shared data pool immediately.

Pooling plans do not have data banking or rollover features. The data pool will be forfeited at the end of each billing period based on the pool's anniversary date.

Your data allowance resets on the same date each month.

#### **Data Sharing Plans:**

As part of your plan, you can gift data to another subscriber on your account in increments of 1GB. Additionally, any unused data at the end of the month will roll over to your data bank, allowing you to accumulate extra data for future use.

If there is no data available to share, additional data bundles of 2gb are available to top up. These are not automatic unless requested in writing. If required, they must be requested from your QCS Account Manager.

## **Data Banking:**

The following terms apply:

- Unused data can only be banked up to a maximum of 500GB for Mobile Service and Mobile Broadband Plans.
- If a higher inclusion plan (eg. 30GB) is downgraded to a smaller plan (eg. 10GB), then the data banked will be forfeited.
- If a service is suspended, it will retain its banked data, but it will not accumulate more data each month it remains suspended.
- If customer changes plan to a plan that is not eligible for data banking (including Data Pooling plans) their included data will be forfeited.
- If a service ports away or is terminated in error, all data is forfeited, and the customer will accumulate data again from zero.

## **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 Mobile provides 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.

## **Voicemail:**

QCS 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 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 Mobile provides 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 Travel and Data Top Up 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 Mobile Account Manager or with your re-

seller. Our standard notice period is 30 days and the service will be billed 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 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.

### **Add on Services**

QCS Mobile offers several convenient add-on packages:

1. **QCS Mobile - 2GB 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. **5GB Travel Pack:** Covers 57 International Destinations.
3. **10GB Travel Pack:** Covers 57 International Destinations.
4. **3GB Biz Travel Pack:** Covers 57 International Destinations.

### **Pricing and key terms are outlined below:**

<b>Add On Services</b>	
<b>Product Code/Description</b>	<b>QCS Mobile - 2GB Top Up</b>
	<b>Once Off</b>
Cost, inc GST	\$15.00
Bolt On/Top Up	Top Up
Expiry	Inline with underlying plan
Voice and SMS Inclusions for Period	N/A
Data Inclusion for Period	2 GB *1

IDD Inclusions	N/A
*1 AUTO 2GB 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.	

International Roaming			
Product Code/Description	5GB Travel Pack	10GB Travel Pack	3GB Biz Travel Pack
Cost, inc GST	\$65.00	\$95.00	\$115
Bolt On/Top Up	Bolt On	Bolt On	Bolt On
Expiry	7 days	14 days	3 days
Voice and SMS Inclusions for Period	30 Mins / 30 Text	60 Mins / 60 Text	300 Mins / 300 Text
Data Inclusion for Period	5 GB	10 GB	3 GB
<p>Travel Pack 57 countries (Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Macedonia, Malaysia, Mexico, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Republic of Korea, Romania, Russia, Singapore, Slovak Republic, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu &amp; Vietnam</p>			

To find out more, please reach out at: [www.qcsgroup.com.au](http://www.qcsgroup.com.au) or call us on 1300 858 723.