# Critical Information Summary

## Q10 Business Internet 250/100 Mbps

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|---|---|
| **Plan code** | **NBN-ESLA-250100** |
| **Minimum monthly charge** | **$148.00 excluding GST** |
| **Minimum term** | **12 months** |
| **Minimum plan charges over term** | **$1,776.00 excluding GST** |
| **Connection type** | Business NBN TC-4, subject to service qualification and availability |
| **Included IP addressing** | One static public IP address |
| **Service level** | NBN Co business-grade SLA with business-hours fault response |

## Information about the service

Designed for small offices and growing businesses using cloud applications, Microsoft 365 and video calls.

- NBN access speed tier: 250/100 Mbps. The speed tier describes the maximum possible access speed; actual speeds may be lower.
- One static public IP address is included.
- Fault handling is provided under the selected service level: NBN Co business-grade SLA with business-hours fault response.
- Priority business support through Q10 Systems during its published support hours.
- One 4G failover SIM is included for use solely as backup to this Q10 Business Internet service in a compatible router. It is not a general-purpose mobile data service and must not be used in laptops, tablets or other standalone devices. Mobile coverage and failover performance depend on network availability at the service address. Compatible router and 4G failover hardware are quoted separately based on the site and requirements.

Performance depends on the NBN access technology, service qualification, premises cabling, router and network capability, Wi-Fi conditions, network congestion, remote services and the number and behaviour of connected users.

## Data and usage

This plan has no fixed monthly data allowance and no routine excess-data charge for ordinary business use. Fair use and disclosed wholesale-carrier acceptable-use or network-management requirements apply. Q10 may contact the Client where usage is extraordinary, sustained or automated; risks network harm or supplier action; or is likely to cause material wholesale charges. Q10 will normally allow a reasonable opportunity to reduce the usage. If unresolved, Q10 may shape or restrict affected traffic, propose a more suitable service, or pass through a genuine and unavoidable wholesale charge with reasonable supporting detail. Immediate proportionate action may be taken to prevent network harm, security risk, supplier suspension or further unavoidable charges.

## Pricing and other charges

| Charge | Amount or treatment |
|---|---|
| Monthly plan charge | $148.00 excluding GST |
| 4G failover SIM | One included with the monthly plan charge for NBN failover only. It is not a general-purpose mobile data service. |
| Maximum standard plan charges over 12 months | $1,776.00 excluding GST |
| Activation, installation or site work | As stated in the Accepted Proposal. Additional cabling, power, lead-in, civil, network or site work is quoted before proceeding. |
| Router, firewall and 4G failover equipment | Not included unless stated in the Accepted Proposal. Compatible router and 4G failover hardware are quoted separately based on the site and requirements. |
| Third-party or supplier changes | Handled under the Master Services Agreement, including applicable notice and cancellation rights. |

## Minimum term and early termination

The standard minimum term is 12 months from activation unless the Accepted Proposal states otherwise. At the end of the minimum term, the service continues month-to-month unless another arrangement is accepted.

If the Client terminates during the minimum term for convenience, the early termination amount is calculated under clause 20.4 of the Master Services Agreement: the lesser of three months of the current recurring Fees or the recurring Fees remaining in the term, plus any non-cancellable Third-Party Charges and approved project costs, less costs Q10 reasonably avoids.

## Speeds, faults and availability

The service is not guaranteed to be uninterrupted or error-free. Q10 will coordinate carrier and NBN faults and pass through any supplier remedy or service credit that applies. A quoted speed tier is not a guarantee that every application, device or user will obtain that speed.

NBN Key Facts Sheet: Q10 must also provide a separate Key Facts Sheet: NBN Services for this plan before purchase. That sheet includes the typical standard-work-hours download speed and additional NBN-specific information.

## Power failures and dependent services

The Q10 Business Internet service, router, local network and any Q10 Voice, alarm, medical, lift, security or other dependent service may not operate during a power failure or local equipment failure unless suitable backup power and compatible equipment are provided. The Client should confirm compatibility with each alarm, medical or monitoring provider and maintain appropriate alternatives.

## Help, complaints and payment assistance

Contact Q10 Systems on 1300 110 210 or support@q10systems.com.au. Complaints are free and may be escalated to the Managing Director.

Complaints | Payment assistance | Customer safety | MSA supplied with proposal or on request

Q10 Systems Pty Ltd is a member of the Telecommunications Industry Ombudsman scheme. If an eligible complaint remains unresolved, customers may contact the TIO on 1800 062 058 or https://www.tio.com.au.