Critical Information Summary

Q10 Mobile 20

Plan code	**Q10MVP1**
Minimum monthly charge	**$45.00 excluding GST ($49.50 including GST)**
Minimum term	**1 month; service continues month-to-month**
Minimum plan charges over term	**$45.00 excluding GST ($49.50 including GST)**
Included data	20GB pooled
Network & speed	4G only; maximum download speed 100Mbps
Calls & messaging	Unlimited standard national calls, SMS & MMS; included international calls & SMS to 15 destinations

Information about the service

Business mobile voice and data service for staff who need a normal Australian mobile service with shared business data and support managed through Q10 Systems.

- 20GB pooled contributed to the shared data pool for eligible services on the same Q10 Mobile business account.
- Unlimited standard national calls, SMS and MMS for ordinary business use, subject to fair use.
- Unlimited standard international calls and SMS from Australia to 15 included destinations.
- Q10 manages routine service changes, number ports, SIM/eSIM replacement coordination and support during published support hours.

Q10 Mobile uses the Telstra Wholesale Mobile Network, learn more at www.telstrawholesale.com.au/mobile-network. Coverage, available network technology and actual speeds vary by location, device capability, congestion and network management. Any stated speed is a maximum download speed cap, not a guaranteed speed.

Shared data and usage

Included data from eligible Q10 Mobile pooled services is combined into a shared monthly allowance for the account. Eligible services can use data from the shared pool regardless of the individual contribution shown against each service. Additional pooled data is available in 10GB blocks for $60.00 excluding GST ($66.00 including GST) if the shared allowance is exceeded.

Pricing and other charges

Charge	Amount or treatment
Monthly plan charge	$45.00 excluding GST ($49.50 including GST)
Additional pooled data	$60.00 excluding GST ($66.00 including GST) per additional 10GB block
Standard national calls, SMS & MMS	Included for ordinary business use, subject to fair use
Included international calls & SMS	Included from Australia to 15 listed standard international destinations
Roaming, premium, satellite & other non-standard services	Not included. Activation and usage charges may apply; rates are available on request.

Minimum term and cancellation

The standard minimum term is one month from activation. After the minimum term, the service continues month-to-month unless another arrangement is accepted. Cancellation, porting and final billing are subject to the Accepted Proposal and Q10 Systems Master Services Agreement.

Outstanding recurring charges, usage, roaming, hardware or device amounts, approved project costs and any non-cancellable third-party charges remain payable after cancellation or port-out. A valid port-out will not be withheld merely because an amount is outstanding.

International calling and roaming

Included standard international calls and SMS are available from Australia to standard numbers in China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, the United Kingdom, the United States and Vietnam.

Special-service destinations are excluded, including Greece 308256000, 308256100 and 308256200; New Zealand - Scott Base 64240; and Thailand VAS 66600054. International roaming is not included in the monthly plan charge and may require activation before use. Roaming and other non-standard usage may incur additional charges.

Emergency calls, coverage and number porting

If the service's usual mobile network is unavailable, a call to Triple Zero (000) may attempt to connect using another available Australian mobile network. This may take longer than a normal call and the device must still be within coverage of at least one available Australian mobile network. Stay on the line and provide the actual location. Existing Australian mobile numbers can generally be ported subject to accurate account, ownership and service details and carrier validation. Do not cancel the old mobile service before the port completes.

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.