Critical Information Summary

Q10 Mobile Data 10

Plan code	**Q10MDP1**
Minimum monthly charge	**$25.00 excluding GST ($27.50 including GST)**
Minimum term	**1 month; service continues month-to-month**
Minimum plan charges over term	**$25.00 excluding GST ($27.50 including GST)**
Included data	10GB pooled
Network & speed	4G enabled; maximum download speed 100Mbps
Service type	Data only

Information about the service

Business mobile data-only service for tablets, routers, backup connectivity and other compatible business devices that do not need a standard voice service.

- 10GB pooled contributed to the shared data pool for eligible services on the same Q10 Mobile business account.
- Data-only service. Standard mobile voice calling is not included in the plan.
- Q10 manages routine service changes, 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.

Unused included data does not carry forward unless expressly stated in the Accepted Proposal.

Pricing and other charges

Charge	Amount or treatment
Monthly plan charge	$25.00 excluding GST ($27.50 including GST)
Additional pooled data	$60.00 excluding GST ($66.00 including GST) per additional 10GB block
Standard mobile voice calls	Not included
International roaming and non-standard usage	Not included. Activation and usage charges may apply where available; rates are available on request.
SIM/eSIM replacement or other once-off work	Charged only where applicable and disclosed before proceeding

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 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.

Coverage, devices and service availability

The service requires a compatible device and suitable mobile coverage. 4G or 5G availability depends on the plan, device, location and network availability. Indoor coverage, terrain, building materials, congestion and other environmental factors can affect performance.

SIM/eSIM availability, activation and service changes may depend on carrier systems and third-party processing. Q10 will coordinate these changes but cannot guarantee a specific activation time where the process depends on another carrier or supplier.

Emergency calls

This is a data-only service and should not be relied on as the primary means of making standard voice or emergency calls. Maintain a separate working telephone service for emergency calling where the device or site requires one.

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.

CRITICAL INFORMATION SUMMARY

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.