



**WHAT YOU NEED TO KNOW
INFORMATION ABOUT OUR SERVICES**

CONTENTS

1	MANAGING YOUR SPEND	3
2	YOUR NETWORK	4
3	PAYING US	5
4	HARDWARE AND WARRANTIES	5
5	DEALING WITH US	5
6	FEEDBACK AND COMPLAINTS	5

WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

We hope the information below will assist you with the use of our services.

1 MANAGING YOUR SPEND

Usage notifications:

If you are a residential customer, we will help you control your spend by providing you with notifications via email or SMS when you reach 50%, 85% and 100% of your call/SMS value and/or data allowance that is included in your mobile plan or in your broadband plan.

Usage notifications do not occur in real time but with a delay up to 48 hours after you actually reached the respective thresholds.

Usage notifications also do not include any usage that you may have consumed overseas (mobile roaming), calls and SMS to overseas destinations and calls to premium services.

Other ways of managing your spend:

There may be other ways of keeping your spend on track, such as barring more expensive numbers, choosing an internet plan without excess charges (which means that your speed is shaped/slowed down once you used up your included data allowance) or monitoring your spend online through our website via your Customer Account Portal at <http://myaccount.qtelecom.com.au>. Please contact us for more information or if you having any difficulties accessing your account.

Estimate your data usage:

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service and avoid unexpectedly high bills. Please note that actual usage will depend on the device used, the technology used (3G, 4G) and other factors. The information below is based on averages and provides estimates only.

Email text only	30 - 50 KB
Email with attachment, i.e. document or photo	350 KB - 4 MB
Website viewing	1 MB
Streaming video/minute	7 MB (3G), 30 MB (4G)
Streaming music/minute	1 MB
Downloading a song	6 MB
Downloading an app	30 - 100 MB
Uploading a photo	4 MB
Making a video call with an app/minute	8 MB (3G), 24 MB (4G)

Mobile roaming:

Your mobile service allows you to roam (i.e. use it) overseas and you must contact us to activate / deactivate mobile roaming prior to travelling outside Australia should you wish to enable/disable this function.

Charges for mobile roaming (i.e. for calls, SMS and data) are usually significantly higher than within Australia and also higher than charges for making international calls from Australia. Importantly, you may also be charged for receiving calls and SMS when using your service overseas.

Making and receiving calls/SMS overseas is not included in your monthly allowance and you will be required to pay these charges in addition to your monthly charge. Therefore, even short periods of international mobile roaming can generate a very high bill.

We recommend that if you wish to make mobile calls when overseas, you purchase a temporary sim card in the country of your destination and use it in place of the sim card issued by us.

Please refer to the information below for some basic charges in key countries if you choose to use our roaming services.

<http://www.qtelecom.com.au/cis/mobile/MSS-International-Roaming.pdf>

Please contact us if you wish to receive more information on international mobile roaming.

2 YOUR NETWORK

Your service for both Mobile & Internet is being provided using the Telstra or Optus network. We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

To learn more about the coverage that your mobile network offers, please refer to the coverage map(s) below. Please note that actual coverage depends on numerous factors, including local geographic and structural/building conditions. Therefore, we recommend, if possible, to test coverage at your specific location, e.g. using the mobile of a friend who already uses the network etc.

To get a better idea of coverage from our suppliers please visit:

<https://www2.optus.com.au/MapBlasterLite/Wholesale.html>

or

<https://gcm.telstra.com.au/maps/mcm/coverage.html>

3 PAYING US

Your bill:

We will bill you monthly in advance for the minimum monthly charge and features and in arrears for any excess charges such as additional data requested. Your bill will be emailed to you on or around the 3rd of the month but can also be hard copy mailed to you for a cost of \$2.50. Invoices can also be downloaded from your Customer Account Portal at any time.

You can pay your bill free of charge by using BPAY or via direct debit from your nominated bank account. You can also pay direct debit via credit card or Australia Post Billpay however there is a surcharge to use this facility. These charges are:

Visa/MasterCard – 1.8%
American Express – 4.5%
Diners Club – 3.5%
Australia Post Billpay – 3%

Financial hardship:

Our financial hardship policy is available here:

<http://www.qtelecom.com.au/forms/Financial%20Hardship%20Policy.pdf>

4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, mobile phone etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer. Our Hardware Warranty information can be seen here:

<http://www.qtelecom.com.au/forms/Hardware%20Warranty.pdf>

5 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form:

<http://www.qtelecom.com.au/forms/Appointment%20of%20Authorised%20Representative%20Form.pdf>

6 FEEDBACK AND COMPLAINTS

We are here to help and most situations can be easily resolved if we have the opportunity to discuss things with you. Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here:

<http://www.qtelecom.com.au/forms/Complaint%20Handling%20Poilicy.pdf>