

## Critical Information Summary Dial-up Internet Access



### Information about the Service

DCSI dial-up internet access is an internet access service that delivers speeds of up to 56 Kbps by encoding data into a standard local phone call.

### Requirements & Availability

The service is available on all Australian landline phone services. You will pay a local call charge with your phone service provider each time you connect to the service. You will also need a compatible modem to access the service.

### Minimum Term

DCSI does not have any lock-in contracts, and you can cancel the service at any time without incurring any additional fees.

### Information about Pricing

#### Monthly Plans

Usage Allowance usage included with plan	Min. price per month	Max. price per month	Total min. price for 1 mth of service	Unit cost 1MB of data
5 hours	\$6.95	No limit	\$6.95	N/A
200 MB	\$11.90	\$29.95	\$11.90	\$0.06
1000 MB	\$21.95	\$29.95	\$21.95	\$0.02
Unlimited	\$26.95	\$26.95	\$26.95	N/A

The **Total min. price** is the cost of a service provided for one month; that is: one month of plan rental.

The **Unit cost** is the cost of downloading 1 MB of data using the included data with your plan, where applicable.

## **Other Information**

### **Usage Information**

To obtain information on your ADSL broadband data usage, visit <https://my.dcsi.net.au/>

### **Customer Service Contact Details**

You can contact DCSI's customer service by:

- Calling **1300 66 55 75**
- Emailing **support@dcsi.net.au**
- Submitting the web form at <https://dcsi.net.au/about/contact>

### **Dispute Resolution Process**

If you are not satisfied with our customer service, you can escalate the matter by contacting us and asking to speak to a manager.

### **Telecommunications Industry Ombudsman**

If, after following the above process, you are still not satisfied with the outcome, then you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by phone on 1800 062 058 or online at <http://www.tio.com.au/making-a-complaint>