

## Information about the Service

DCSI Mobile Broadband is a broadband service that delivers mobile internet access within Optus 3G coverage areas.

### Requirements & Availability

The service is available to approximately 97% of the Australian population, subject to Optus 3G mobile coverage.

A compatible HSDPA modem (900 and 2100MHz frequency bands) and a SIM card supplied by DCSI are required to access the service.

You can use the availability checker on our website to see if coverage is available in your area.

### Minimum Term

DCSI does not have any lock-in contracts. Cancel your service at any time without incurring any fees. If you cancel the service partway through a billing period, that billing period or any portion of it is not refundable.

## Information about Pricing

### Monthly Plans

Data allowance data included with plan	Min. & max. price per month	Total min. price for 1 mth of service	Unit cost 1GB of data
1 GB	\$19.95	\$34.95	\$19.95
3 GB	\$29.95	\$44.95	\$9.98
6 GB	\$49.95	\$64.95	\$8.33
8 GB	\$59.95	\$74.95	\$7.49
16 GB	\$89.95	\$104.95	\$5.62

The **Total min. price** is the cost of a service provided for one month; that is: one month of plan rental, plus the cost of the SIM card (\$15.00).

The **Unit cost** is the cost of downloading 1 GB of data using the included data with your plan.

## Excess Usage

Both uploads and downloads are counted toward your monthly data allowance. If you exceed your limit, you will **not be charged any extra**. Instead, your service will be unavailable until the start of the next billing period (the 1<sup>st</sup> day of the following month)

## Setup Fees

You must purchase a SIM card from DCSI to access the service.

A compatible 3G HSDPA modem is also required. If you do not have a compatible modem, we can supply one for an additional cost.

## 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>