



Critical Information Summary

nbn™

Information About The Service

The product is a Broadband Internet Connection provided on the National Broadband Network (nbn™). Services will be provided via one of a mixture of technologies at nbnco’s exclusive determination. We can advise which access technology will be used at your premises.

Minimum and Maximum Monthly Charge

The minimum and maximum monthly charge will be the monthly service fee of the plan you choose. Please see the table under “Information About Pricing” for more detail.

Maximum Charge Payable For Early Termination

There are no exit fees. Full payment of your service up to the date of termination will be required.

Minimum Term

There is no minimum term and you can cancel your service without incurring any additional fees.

Bundling / Mandatory Components

No bundling is required for NBN Broadband services. There are no Telecommunications Goods that you must take as a mandatory component of the service. The NBN12 plan includes the option of adding on the VoIP VIP Plan at no additional cost. You will need to contact us to request activation of the VoIP service. VoIP Critical Information Summary can be found here: <https://dcsi.net.au/legal/cis/voip>

Information About Pricing

nbn™ Speed Tier ³	Typical Evening Speed	Data Allowance	Total Min. & Max Price Per Month	Total Min. Price 1 Month of Service ^{1, 2}	Unit Cost per 1GB Data
nbn™ 12	10 Mbps	100 GB	\$50.00	\$50.00	\$0.50
nbn™ 25	22 Mbps	250 GB	\$55.00	\$55.00	\$0.22
nbn™ 25	22 Mbps	500 GB	\$60.00	\$60.00	\$0.12
nbn™ 50	44 Mbps	500 GB	\$65.00	\$65.00	\$0.13
nbn™ 50	44 Mbps	1000 GB	\$70.00	\$70.00	\$0.07
nbn™ 50	44 Mbps	2000 GB	\$75.00	\$75.00	\$0.04
nbn™ 50	44 Mbps	8000 GB	\$80.00	\$80.00	\$0.01
nbn™ 100	90 Mbps	500 GB	\$85.00	\$85.00	\$0.17
nbn™ 100	90 Mbps	2000 GB	\$90.00	\$90.00	\$0.05
nbn™ 100	90 Mbps	8000 GB	\$100.00	\$100.00	\$0.01
nbn™ 100	90 Mbps	16000 GB	\$120.00	\$120.00	\$0.01

¹ The Total Min. Price for 1 Month of Service is the cost of a service provided for just one month; that is, any installation/establishment fees (if applicable), plus the cost of the selected plan for one month, and the cost of terminating the service (if applicable).

² Does not include New Development Fee (if applicable); see next page

³ nbn™ 100 speeds not available on nbn™ Fixed Wireless

Need Help Selecting A Plan?

User Type	Typical Usage	Estimated Data
Light User	1-2 users	250 GB
	Web browsing Emails	
Average User	2-3 users	500 GB
	Web browsing Emails	
	Some streaming (e.g. Netflix)	
Family	3-4 users	500 GB
	Web browsing Emails	
	Some streaming	
Gamer	1-4 users	1000 GB
	Web browsing Gaming	
	Some streaming Some downloads	
	1-6 users	
Downloader	Web browsing Emails	2000 GB
	Lots of streaming Lots of downloads	
	Communications Alliance Broadband Education Package provides further information that may assist you:	
	https://www.commsalliance.com.au/BEP	

Communications Alliance Broadband Education Package provides further information that may assist you: <https://www.commsalliance.com.au/BEP>

NBN Fixed Wireless Speeds

NBN Fixed Wireless speeds are typically lower than other nbn access types. NBN Fixed Wireless Services are expected to achieve at least 6 Mbps at peak times (7pm-11pm).



Critical Information Summary

nbn™

Other Information

Setup Fee

New customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. Fees may be refundable if activation of the service is unsuccessful for any reason after the customer returns the provided modem/router. This fee excludes any applicable “Special Linkage Charges” required to connect your service. For example: Lead-in cabling, in building cabling, non-standard installations, nbn™ new development fee.

nbn™ New Development Fee

This is a \$300 fee charged by nbn for the first ever installation at an address. If this applies to your connection, you will be notified by us and will need to pay it to us as part of your up-front payment.

Requirements and Availability

nbn™ connections are only available to premises that meet a service qualification check. Premises must be within an nbn™ fixed-line or wireless coverage area. nbn™ availability and the current state of the rollout is available on our website.

Installation

You may need to be in attendance for the installation of nbn™ equipment at your premises. We will advise you if this is required.

nbn™ services require a compatible and compliant router configured with your service details. DCSI can provide an Enhanced Wi-Fi Router for an additional cost.

Fee For Service

A Fee for Service may be charged for any works conducted by DCSI or its third party access providers to resolve a service fault where the fault is not found to be on DCSI or its third party access provider's networks. This Fee for Service is variable and the details of the possible fee(s) will be disclosed to you prior to the works commencing or the booking of an appointment. If the customer rejects agreeing to a Fee for Service, it is possible that a service fault cannot be resolved by DCSI or its third party providers.

Residential Grade Service

DCSI connections are residential grade services with no guarantee of consistent speeds or uptime. If you are seeking a Business Grade Service please visit <http://business.dcsi.net.au/> or call 03 5624 1199.

Priority Assistance

Priority Assistance is a service to provide the highest level response in the event of service failure. Priority Assistance is a service for customers who have, or who are living with someone who has, a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational phone service.

We cannot offer Priority Assistance at this time. Should you require this service, you should apply for services through a telecommunications provider who can offer Priority Assistance. Telstra are a telecommunications provider who offer a Priority Assistance service.

Connection Speed

The service speed of your plan is a theoretical maximum. DCSI connections are residential grade services with no guarantee of consistent speeds. Data transfer speed is dependent on a number of variables beyond our control, including: your local network configuration, infrastructure limitations, environmental conditions, and the potential for congestion on third party networks.

Excess Data Usage

Both uploads and downloads contribute towards your monthly data allowance. You will not be charged any extra for exceeding your data allowance. Instead, your service will be slowed (“shaped”) to 512Kbps in both directions for the first 500MB in excess of your limit, and 256Kbps in both directions thereafter.

Usage Information

To obtain information on your broadband data usage, or to purchase additional “data blocks”, visit <http://simple.dcsi.net.au>

Customer Service Contact Details

You can contact DCSI's Customer Service team by:

- Calling 1300 66 55 75
- Emailing support@dcsi.net.au
- Submitting a support ticket via the customer portal at <http://simple.dcsi.net.au>
- Submitting a web form – <https://dcsi.net.au/contact>

Dispute Resolution Process

If you are not satisfied with our customer service, please refer to our [Complaint Handling Policy](#) for more information on how to escalate your complaint.

Telecommunications Industry Ombudsman (TIO)

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>

Telecommunications Consumer Protections (TCP) Code

Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) Code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more. Further information can be found at the following link:

https://www.commsalliance.com.au/data/assets/pdf_file/0005/38363/Protecting-Our-Customers-TCP-Code-29Oct2012.pdf