



## Critical Information Summary

### VoIP

#### Information About The Service

The product is a Voice-over-Internet Protocol (VoIP) telephone service that allows you to make and receive phone calls via a DCSI broadband internet connection.

#### Requirements and Availability

VoIP is not available as a standalone service and must be ordered for use with a DCSI Broadband service. DCSI VoIP is available on selected residential nbn, Fixed Wireless, and OptiComm services.

A compatible broadband router and analogue handset are required to use the service. If you do not already have a compatible router we can supply a supported Router for an additional cost. We will only support VoIP on DCSI-supplied hardware.

#### Installation

No installation is performed by DCSI for VoIP services. You may be required to connect some equipment yourself; DCSI can provide remote technical support via standard channels (such as phone or email) to assist with this.

#### Minimum Term

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

#### Need Help Selecting A Plan?

User Type	Typical Usage	Estimated Data
Light User	1-2 users	100 GB
	Web browsing Emails	
Average User	2-3 users	200 GB
	Web browsing Emails	
	Some streaming (e.g. Netflix)	
Family	3-4 users	500 GB
	Web browsing Emails	
	Some streaming (e.g. Netflix)	
Gamer	1-4 users	500 GB
	Web browsing Gaming	
	Some streaming (e.g. Netflix)	
	Some downloads	
Downloader	1-6 users	500 GB
	Web browsing Emails	
	Lots of streaming (e.g. Netflix)	
	Lots of downloads	

Plan	Min. Price Per Month	Included Call Value Per Month	Local Call Cost Per Call	National Call Cost Per Minute	Mobile Call Cost Per Minute	International Call Cost Per Minute
VIP	\$10.00	\$60.00	\$0.10	\$0.06	\$0.12	Variable Rates <sup>1</sup>
Celebrity	\$20.00	\$120.00	\$0.10	\$0.06	\$0.12	Variable Rates <sup>1</sup>
Superstar	\$30.00	\$200.00	\$0.10	\$0.06	\$0.12	Variable Rates <sup>1</sup>

<sup>1</sup> International rates vary by destination country and network. For a full list of rates – <https://dcsi.net.au/services/phone/international-rates>

#### Standardised Costs

If you restricted your usage solely to Standard National Calls each of 2 minutes in duration, you could make:

- On the VIP plan: 500 calls
- On the Celebrity plan: 1,000 calls
- On the Superstar plan: 1,666 calls

Standard costs for a 2-minute National Mobile Call are:

- On the VIP plan: \$0.24
- On the Celebrity plan: \$0.24
- On the Superstar plan: \$0.24



## Critical Information Summary

### VoIP

#### Other Information

##### Setup Fee

There are no setup fees associated with new phone numbers. If you instead wish to transfer (port) your number from an existing VoIP or PSTN phone service for use with a DCSI VoIP service, a fee may apply. You must use a DCSI supplied router. If you do not have one, DCSI can supply an enhanced router at an additional charge. Any applicable setup and hardware costs are payable up-front.

##### Untimed Calls

Calls that are advertised as "untimed" (charged per call instead of per minute) will have a maximum duration of 2 hours per call.

##### 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. They are subject to the customers' approval before proceeding.

If the customer rejects the possibility of 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 availability or continuity of service. 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.

##### Battery Backup

DCSI does not provide battery backups. If your power or internet connection go offline for any reason, your VoIP service will cease to function for any purpose including emergency calls. We advise you to have another reliable method of communication in case of emergency.

##### CSG Waiver

When you apply for a VoIP service, we will propose that you sign a form agreeing to waive your rights under the Customer Service Guarantee (CSG). You are not obligated to waive your protection and rights under the CSG; however, DCSI may choose not to supply a VoIP service to you if you do not agree to wholly waive your rights.

##### 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](mailto: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 links:

[https://www.commsalliance.com.au/data/assets/pdf\\_file/0005/38363/Protecting-Our-Customers-TCP-Code-29Oct2012.pdf](https://www.commsalliance.com.au/data/assets/pdf_file/0005/38363/Protecting-Our-Customers-TCP-Code-29Oct2012.pdf)