



## Critical Information Summary

### nbn™ Fixed Wireless

#### Information About The Service

The product is a Broadband Internet Connection provided on nbn co’s network via a Fixed Wireless connection.

#### 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.

#### Need Help Selecting A Speed?

Household	1-2 Users	2-3 Users
Typical Usage	Web browsing	Web browsing
	Emails	Emails
	Some streaming (e.g. Netflix)	Some streaming (e.g. Netflix)
Recommended Speed Tier	12/1mbps	25/5mbps

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

#### Bundling

No bundling is required for nbn™ services, but we do provide VoIP services that you may wish to activate in conjunction with this service.

You will need to contact us to request activation of the VoIP service. Additional equipment may be required. VoIP Critical Information Summary can be found here: <https://dcsi.net.au/legal/cis/voip>

#### Mandatory Components

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 of \$140. If you BYO (Bring Your Own) router, this is at your own risk as we cannot assess the compatibility of third party hardware.

nbn™ infrastructure may need to be installed at the premises. If it is not already in place, it will be installed as part of your order. A person over the age of 18 years will need to be at the premises for the installation appointment, which you will be advised of in advance.

#### Information About Pricing

nbn™ Speed Tier <sup>3</sup>	Typical Busy Period Speed	Data Allowance	Total Min. & Max Price Per Month	Total Min. Price 1 Month of Service <sup>1,2</sup>	Unit Cost per 1GB Data
nbn™12	10 Mbps	100 GB	\$65.00	\$65.00	\$0.65
nbn™25	22 Mbps	500 GB	\$80.00	\$80.00	\$0.16
nbn™25	22 Mbps	1000 GB	\$100.00	\$100.00	\$0.10

<sup>1</sup> 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).

<sup>2</sup> Does not include New Development Fee (if applicable); see below

#### 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.



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### Other Information

#### Self Installation

Service activation does not include connecting the router at the premises. Our technical support team are available to assist via phone, email or support ticket.

#### Requirements and Availability

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

#### Connection Speed

nbn™ have acknowledged nbn™ Wireless in some areas is affected by congestion and that this may contribute to affected services not achieving the full speed tier. nbn™ Wireless Services are expected to achieve at least 6 Mbps at peak times (7pm-11pm).

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. Fixed Wireless connections can also be impacted by the distance or line of sight to the tower and other local conditions, and may not be able to achieve plan speeds at any time of the day.

Actual speeds to be confirmed after activation. If your service cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your plan at no 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 a Priority Assistance service. 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.

#### 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>

#### Terms of Service

This is a summary of Critical Information relating to the service. Full Terms of Service are available on our website:

<https://dcsi.net.au/legal/terms-of-service>

#### 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 link:

[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)