

Critical Information Summary



OptiComm

Information About The Service

The product is a Broadband Internet Connection provided on the OptiComm network.

Requirements and Availability

DCSI OptiComm services are only available to premises located within OptiComm service areas. Please visit the OptiComm website to check your address –

<http://www.opticomm.net.au/about-opticomm/our-communities/>.

Installation

An Optical Network Unit (ONU) and fibre lead-in cable must be installed prior to the provisioning of the service. The customer deals with OptiComm directly to arrange the service installation; charges may apply.

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

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

Minimum Term

The minimum term is 30 days, as you can cancel the service at any time with 30 days notice.

Need Help Selecting A Speed?

Household	2-3 Users	2-4 Users	2-6 Users	6-9 Users	9+ Users
	Web browsing	Web browsing Gaming	Web browsing Emails	Web browsing Emails	Web browsing Emails
Typical Usage	Some streaming (e.g. Netflix)	Some streaming (e.g. Netflix) Small downloads	Lots of streaming (e.g. Netflix) Large file downloads	Lots of streaming (e.g. Netflix) Large file downloads	Lots of streaming (e.g. Netflix) Large file downloads
Recommended Speed Tier	25/5mbps	50/20mbps	100/20mbps	250/25mbps	1000/50mbps

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

Speed Tier	Typical Evening Speed	Data Allowance	Total Min. & Max Price Per Month	Total Min. Price 1 Month of Service ¹	Unit Cost per 1GB Data
OptiComm 25	22 Mbps	Unlimited	\$70.00	\$146.00	N/A
OptiComm 50	44 Mbps	Unlimited	\$80.00	\$156.00	N/A
OptiComm 100	90 Mbps	Unlimited	\$100.00	\$176.00	N/A
OptiComm 250*	90 Mbps ²	Unlimited	\$130.00	\$206.00	N/A
OptiComm 1000*	90 Mbps ²	Unlimited	\$150.00	\$226.00	N/A

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

2 As these are newly introduced plans, we do not have any data to enable calculation of typical speeds during busy periods. As such, we are advising typical speeds of 90mbps. Once we have this data, we will revise this 'critical information summary' with accurate busy period speeds.

* 250/25mbps and 1000/50mbps services are available to enabled areas only, and will be subject to a service qualification check.

Setup Fee

An activation fee of \$76.00 applies. 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. This fee excludes any applicable "Special Linkage Charges" required to connect your service. For example: OptiComm New Development Fee

Bundling

No bundling is required for Opticomm Broadband 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>



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.

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 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>

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
- 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/asset/s/pdf_file/0005/38363/Protecting-Our-Customers-TCP-Code-29Oct2012.pdf