

Information about the Service

DCSI Home Phone is a fixed-line telephone service that allows you to make and receive phone calls with a compatible analogue handset.

Requirements & Availability

DCSI Home Phone is available as a standalone service, or in combination with an internet access service. Combining services does not change the price of either service.

Minimum Term

DCSI does not have any lock-in contracts, and you can cancel your service without incurring any additional fees.

Information about Pricing

Plan Name	Min. price	Local calls	National calls	Mobile calls	Int'l Calls	13 & 1300
Phone 1	\$31.95	20c untimed	25c/min + 35c flagfall	35c/min + 35c flagfall	Variable	40c untimed
Phone 2	\$37.95	Included	25c/min + 35c flagfall	35c/min + 35c flagfall	Variable	40c untimed
Phone 3	\$49.95	Included	Included	35c/min + 35c flagfall	Variable	40c untimed

The maximum monthly charge is the sum of the access fee (min. price) and any calls made and/or features used.

Standardised costs

- The cost of a 2-minute national mobile call will be \$1.05 on any plan. This is comprised of a 35c flagfall and 2 minutes at 35c per minute.

Other Information

Usage Information

To obtain information on your Home Phone call 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>

CSG Waiver

When you apply for a Fixed Line Phone service, we will propose that you sign a form agreeing to waive your rights under the CSG standard. You are not obligated to waive your protection and rights under the CSG; however, DCSI may choose not to supply a Fixed Line Phone service to you if you do not agree to wholly waive your rights.