

Information about the Service

DCSI NBN Broadband is a fixed-line broadband service that delivers high-speed internet access on a mixture of technologies via the National Broadband Network. The service is divided into two categories based on the access technology in use – fibre or wireless. DCSI is not currently providing NBN satellite services.

Requirements & Availability

The NBN is currently being rolled out across Australia. You must be within an NBN fibre or wireless coverage area in order to be eligible for service. Rollout maps are available on the NBN co website.

Information about Pricing

Fibre Plans

Service speed download/upload, megabits per second	Data allowance data included w/plan	Min. / max. price per month	Total min. price for 1 mth of service	Unit cost 1GB of data
12/1 Mbps	60 GB	\$39.95	\$139.95	\$0.67
12/1 Mbps	200 GB	\$44.95	\$144.95	\$0.22
12/1 Mbps	500 GB	\$54.95	\$154.95	\$0.11
12/1 Mbps	Unlimited	\$79.95	\$179.95	N/A
25/5 Mbps	200 GB	\$49.95	\$149.95	\$0.25
25/5 Mbps	500 GB	\$59.95	\$159.95	\$0.12
25/5 Mbps	1000 GB	\$79.95	\$179.95	\$0.08
50/20 Mbps	500 GB	\$79.95	\$184.95	\$0.16
50/20 Mbps	1000 GB	\$89.95	\$194.95	\$0.09
100/40 Mbps	500 GB	\$89.95	\$194.95	\$0.18
100/40 Mbps	1000 GB	\$99.95	\$199.95	\$0.10

Wireless Plans

Service speed download/upload, megabits per second	Data allowance data included w/plan	Min. / max. price per month	Total min. price for 1 mth of service	Unit cost 1MB of data
12/1 Mbps	60 GB	\$39.95	\$139.95	\$0.67
12/1 Mbps	200 GB	\$44.95	\$144.95	\$0.22
12/1 Mbps	500 GB	\$54.95	\$154.95	\$0.11
12/1 Mbps	Unlimited	\$79.95	\$179.95	N/A
25/5 Mbps	200 GB	\$49.95	\$149.95	\$0.25
25/5 Mbps	500 GB	\$59.95	\$159.95	\$0.12
25/5 Mbps	1000 GB	\$79.95	\$179.95	\$0.08
50/20 Mbps	500 GB	\$79.95	\$179.95	\$0.16
50/20 Mbps	1000 GB	\$89.95	\$189.95	\$0.09

The **Total min. price** is the cost of a service provided for one month; that is: one month of plan rental. The **Unit cost** is the cost of downloading 1 GB of data using the included data with your plan.

Minimum Term

DCSI does not have any lock-in contracts. Cancel your service at any time without incurring any fees. If you cancel the service partway through a billing period, that billing period or any portion of it is not refundable.

Connection speed

The service speed of your plan is a theoretical maximum. The speed at which you can download from various sites and services on the internet is dependent on a number of variables beyond our control, including your local network configuration and the potential for congestion on networks between us and the endpoint.

Excess Usage

Both uploads and downloads are counted toward your monthly data allowance. If you exceed your limit, you will **not be charged any extra**. Instead, your service will be slowed (“shaped”) to 128Kbps in both directions for the first 500 MB in excess of your limit, and 64Kbps in both directions thereafter.

You can purchase additional data for a single month for an additional fee. These add-ons are referred to as “data blocks” and can be purchased online at <https://my.dcsi.net.au/> or by contacting us.

Setup Fees

All NBN services incur a \$100.00 once-off connection fee.

Other Information

Usage Information

To obtain information on your broadband data 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>