



## Critical Information Summary

### ADSL

#### Information About The Service

The product is an Internet Connection provided via Asymmetric Digital Subscriber Line (ADSL), which is a fixed-line broadband service that delivers internet access on a standard copper telephone line.

#### Requirements and Availability

Services are only available to premises with standard copper telephone lines and that are connected to ADSL-enabled telephone exchanges within Australia. Service availability can be checked by contacting DCSI.

#### Installation

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

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

#### 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	

Communications Alliance Broadband Education Package provides further information that may assist you:

<https://www.commsalliance.com.au/BEP>

Plan	Data Allowance	Theoretical Maximum Speed <sup>1</sup>	Total Min. & Max Price Per Month	Total Min. Price 1 Month of Service <sup>2,3</sup>	Unit Cost per 1GB Data
Front Row	50 GB	24/1 Mbps	\$40.00	\$140.00	\$0.80
Gold Class	100 GB	24/1 Mbps	\$60.00	\$160.00	\$0.60
All Areas	200 GB	24/1 Mbps	\$80.00	\$180.00	\$0.40
Entourage	500 GB	24/1 Mbps	\$100.00	\$200.00	\$0.20
Five Star	1000 GB	24/1 Mbps	\$140.00	\$240.00	\$0.14

<sup>1</sup> ADSL service speed is dependent on a large number of variable factors which include: phone exchange capabilities, modem capabilities, phone line length and condition, and peak time congestion. The speed shown is the maximum possible; the speed attained may be anywhere from 0 to the maximum speed shown.

<sup>2</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, plus the cost of the selected plan for one month, and the cost of terminating the service (if applicable)

<sup>3</sup> ADSL services require a standard telephone line with an active service through a PSTN phone provider. Please factor this cost in when considering the total monthly cost of the service.



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### Other Information

#### Setup Fee

An activation fee of \$100 will apply. 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: Lead-in cabling, in building cabling, repeater installations or non-standard installation requirements.

#### 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>

#### 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)