



Critical Information Summary

ADSL2+ INTERNET SERVICE

INFORMATION ABOUT THE SERVICE

Digital Consulting Group

The following is a quick summary of all the important information about the Digital Consulting Group Pty Ltd ADSL Service.

The plan provides an ADSL2+ broadband internet service over a standard phone line.

You can use an existing phone line for this plan or request a new one from Digital Consulting Group.

Minimum monthly access charge

Please refer to the table below for the total minimum charges by product and term.

Minimum term

12 Months (Month to Month options are available and will incur an additional setup fee)

Other important conditions

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement available on our website.
- Early termination fees apply (except during any applicable cooling off period).
- Charges will apply for new telephone line installations, these charges are governed by Telstra and will be on billed to you at cost:
Example fees: New Line Connection - First Line \$302.00 ex gst, Additional Lines \$179.00 ex gst per line, once off.

Availability

The Digital Consulting Group Pty Ltd ADSL Service is only available within selected ADSL2+ coverage areas and subject to infrastructure availability at the customer's premises

ADSL Speeds

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Digital Consulting Group Pty Ltd. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable.

Hardware

A compatible ADSL2+ broadband modem is required and not included with this service. See below recommended hardware.

- TP Link VG5612 Wireless ADSL/VDSL Modem Router - \$140.00 ex GST (configured and shipped)

Please contact sales for pricing or alternate options.

INFORMATION ABOUT PRICING

Your minimum monthly charge and total minimum plan cost

The minimum amount you'll pay over 12 months based on your plan is listed below:

ADSL2+ Plans

Service	Minimum Monthly Ex GST	Setup /Telstra Line Install Fee (Once off)	Total Minimum 12 Months Ex GST	Other Information
ADSL2+ / PSTN Bundle Unlimited*	\$75.00	\$302.00	\$1,202.00	ADSL2+/PSTN Bundle Unlimited Data

* Excess Data usage will not be charged on the unlimited plans however; our Fair Use Policy applies. Any PSTN calls will be charged at our standard rates. Telstra line installation fees will apply for new lines.

Usage Information

For information about your current usage levels please contact Customer Service by calling **1300 130 109**.

Connection Timeframe

Once we've accepted your application, we'll try to connect your phone service on the date you ask for, but this might not always be possible.

If there has been a previous working business phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within 3-5 working days of your request.

If this isn't possible, then we aim to connect your service within 5 to 15 working days, depending on your location.

Billing

We will bill you in arrears for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you signed up to your plan until the end of that billing period. Our billing period starts on the 1st of every month.

Early cancellation of your service

If you cancel your service, you will not be eligible to receive a refund on any fees that you've already paid to us.

If you cancel your service after activation but before the Minimum Term has ended, you'll be charged an Early Termination Fee (ETF) up to the maximum amount of \$650.00 ex GST, this will be pro-rated by the number of months remaining in the Minimum Contract Term.

If you require your Service to be moved to a different area, you'll need to restart your term to avoid any ETF. If the Service isn't available in the area to which you would like it moved, your service will be cancelled and an ETF will apply.

OTHER INFORMATION

Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact us on: <http://www.digitalconsulting.com.au/contact-us>

You can also call us on **1300 130 109**

Concerns or disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy. or call us on **1300 130 109** Monday to Friday (9am-5pm AEST) or visit our website at <http://www.digitalconsulting.com.au/contact-us>

If you are not satisfied with the resolution of your complaint you can contact the Telecommunications Industry Ombudsman:

Phone: 1800 062 058.

Email: tio@tio.com.au

Website: www.tio.com.au