



Critical Information Summary

Digital Consulting Group

NBN BROADBAND

INFORMATION ABOUT THE SERVICE

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

The plans provide for:

- NBN Broadband (Excluding Sky Muster Satellite)

Minimum monthly access charge

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

Minimum term

12 Months

Other important conditions

- Offer available to approved customers in NBN activated locations
- Services are provided under our Standard Form of Agreement available on our website.
- Early termination fees apply (except during any applicable cooling off period).
- Some services offered by third party carriers, such as certain fax services, EFTPOS and back to base alarms may be incompatible with the NBN service and may not be available after connection.
- Fair Use Policy applies
- Actual throughput speeds may be slower and could vary due to many factors including network technology and Co-existence periods*.
- Note, once you are connected to a service on the NBN, you won't be able to move to the Telstra copper network.
- All prices exclude GST unless indicated.

Availability

The Service is not available to all areas, businesses, homes, or customers. While we perform preliminary qualification checks upfront for service availability, the type of service offered may be subject to further qualification checks to determine what is available at your location. If we are unable to connect your service, we will attempt to contact you to discuss further options. If we can't contact you to a suitable substitute service, you may cancel your order free of charge.

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:

NBN Broadband Plans – Ex GST

Service	Minimum Monthly	NBN Service Connection Fee **	Total Minimum 12 Months	Other Information
NBN 25M/5M	\$79.50	\$0.00**	\$954.00	Speed 25Mbps Download and 5Mbps Upload Unlimited Data
NBN 50M/20M	\$84.50	\$0.00**	\$1,014.00	Speed 50Mbps Download and 20Mbps Upload Unlimited Data
NBN 100M/40M	\$115.00	\$0.00**	\$1,380.00	Speed 100 Mbps Download and 40 Mbps Upload Unlimited Data

NBN Service Connection Fee

**** A connection fee may apply to your NBN FTTB, FTTC and FTTN where an active in place line is not available for delivery of the new NBN):**

- Subsequent Installation Charge for New Copper Pair (New Line up to the MDF or suite as determined by NBN Co) - \$300.00 ex GST once off.
- Any NBN Co connection fees including technologies not listed above will be confirmed for acceptance prior to proceeding with your order.

Your NBN broadband allowance

- Unlimited - Excess usage charge: \$0.00 on the unlimited plans however, our Fair Use Policy applies

NBN Speeds

There are 3 NBN Access Plans available, see table above for options and pricing. Actual throughput speeds may be slower and could vary due to many factors including network technology, 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. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable.

* **Co-existence period:** NBN Co will disable Downstream Power Back-off in respect of an NBN Co Node when NBN Co is satisfied that Downstream Power Back-off is no longer required in respect of that part of the NBN Co FTTB Network or NBN Co FTTN Network (as the case may be). The Co-existence Period for Ordered Products supplied by means of that NBN Co Node will cease at such time. **Expected speeds during this period are 12M down 1M up.**

Co-existence can only be determined at the time of ordering, you will be advised immediately and given the option to withdraw or revise the order.

Hardware

A compatible NBN Broadband modem is required to use this service. See below recommended hardware device.

- Draytek Vigor DV2762N Wireless VDSL/ADSL/Ethernet Router (NBN Ready)

Our technical team are happy to discuss suitable modem/router options dependant on your needs.

Installation and set up costs

To sign up with Digital Consulting Group on the NBN, you must be in an area which is serviced by the NBN network. If NBN Co's equipment is not already installed in your business or home, we'll organise with NBN Co for a technician to install that equipment.

If you have purchased a modem from us it will be sent to you pre-configured with your internet settings ready to activate your broadband service. Our recommended Wi-Fi modems are suitable for most NBN installation types.

Digital Consulting Group can provide an onsite technical resource to assist with the modem installation, network configuration and migration to NBN should it be required – charges apply.

If you're in a new development or newly constructed building and not already connected to the NBN network, NBN Co may charge a fee to connect your premises to the NBN network. If applicable, the fee will be billed to you.

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 activation date up to 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 before the Minimum Term has ended, you'll be charged an Early Termination Fee (ETF) up to the maximum amount of \$2500.00 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