

Critical Information Summary
Bundle NBN Services and Plans

Information about the Service:

These plans are bundled plans delivered either over the NBN or the NBN and Telstra land line PSTN.

They include:

- An NBN Data Service and an NBN Phone Service (Digital)
or
- An NBN Data Service and a Landline PSTN Service (Analogue)

The NBN services may be provided by either over a Fixed Wireless or Fibre based service, either to the Premises or to the Node. The service type for your location is determined by NBN Co.

DataWave do not currently provide NBN Satellite services.

Important information regarding Digital Voice Services:

The Digital Voice service is dependent on a working the internet service.

Power outages, service faults of service suspensions will prevent the Telephone service from working.

Backup power units are available in NBN Fibre to the Premises service areas upon request.

This service should not be relied upon for 000 Emergency Calls.

Hardware:

A compatible modem/router is required for this service.

You may supply your own compatible modem/router (BYO)

Un-locked routers available through DataWave:

Basic Router: 4 Port Ethernet LAN, 1 WAN, WiFi \$59

Integrated Services Router: 4 Port Ethernet LAN, ADSL/VDSL / WAN, WiFi and Voice \$99 or \$4.40/month over 24 months.

An Integrated Services Router is required on a Digital bundle plan.

A basic router is included in your plan if you select the 24 month option.

Information about pricing:

Plan Name	Minimum and Maximum Monthly Charge	Included Data then shaped	Peak Speed Mbps	Cost per GB	Total Cost of Plan (24 Months)	Total Cost of Plan (Casual)	Voice Plan Inclusion
APB25	\$69.95	25GB	12/1	\$2.79	\$1678.80	\$219.95	Bronze
APB50	\$79.95	50GB	25/5	\$1.60	\$1918.80	\$229.95	Silver
APB100	\$99.95	100GB	25/5	\$1.00	\$2398.80	\$249.95	Silver
APB200	\$109	200GB	25/5	\$0.55	\$2616.00	\$259.00	Gold
APB500	\$129	500GB	25/5	\$0.26	\$3096.00	\$279.00	Gold
APB1000	\$149	1000GB	25/5	\$0.68	\$3576.00	\$299.00	Gold
DPB25	\$59.95	25GB	12/1	\$2.40	\$1438.80	\$209.95	Bronze
DPB50	\$79.95	50GB	25/5	\$1.60	\$1918.80	\$229.95	Silver
DPB100	\$89.95	100GB	25/5	\$0.90	\$2158.80	\$239.95	Silver
DPB200	\$99.95	200GB	25/5	\$0.50	\$2398.80	\$249.95	Gold
DPB500	\$119	500GB	25/5	\$0.24	\$2856.00	\$269.00	Gold
DPB1000	\$129	1000GB	25/5	\$0.13	\$3096.00	\$279.00	Gold

Voice Service Charges (Telephone Line):

Charge	Unit Cost
Standard transfer of Voice Service from another provider	\$0
Standard Connection: Reconnection of Existing Line	\$59
Standard Connection in 24 Month Plan	\$0
Non-Standard: Reconnection requiring tech visit	\$165
Non-Standard: Connection of new line	\$299
Service Disconnection (NOTE: Voice service required if part of an ADSL bundle. Internet Service Early Disconnection charges will apply)	\$0

Internet Service Charges:

Charge	Unit Cost
Transfer of Internet Service from another provider (where possible)	\$0
Casual Plan Setup Fee (month by month contract)	\$150
Casual Plan Disconnection Fee	\$0
Internet Service Connection Fee – 6 Month Plan	\$99
Early Disconnection – 6 Month Plan – Within 6 Months	\$100
Internet Service Connection Fee – 24 Month Plan	\$0
Early Disconnection – 24 Month Plan – Within 13-24 Months	\$15 x number of remaining months
Early Disconnection – 24 Month Plan – Within 12 Months	\$200

Casual Plan:

Cost includes connection of an NBN internet service to an Existing Line or a new NBN service.

Does not include the cost of phone line connection (applicable only for ADSL) or hardware. Customers may bring their own router or purchase one that is compatible with the service from us or a place of their choosing. Hardware options are outlined above.

Casual Plans are month by month and automatically renew at each billing anniversary, until cancelled.

Bundle Plan Charges:

Analogue Plan Call Costs:

Plan	Local Call	STD/National Calls			Calls to Australian Mobiles			13/1300
		Per Minute	Call Connection	2 Minute Call	Per Minute	Call Connection	2 Minute Call	
Copper	\$0.18c	\$0.10	\$0.30	\$0.50	\$0.30	\$0.30	\$0.90	\$0.40
Bronze	\$0	\$0.10	\$0.30	\$0.50	\$0.30	\$0.30	\$0.90	\$0.40
Silver	\$0	\$0	\$0	\$0	\$0.30	\$0.30	\$0.90	\$0.40
Gold	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.40

For International Calls please see [International Calling Rate Card](#).

Digital Plan Call Costs:

Plan	Local Call	STD/National Calls			Calls to Australian Mobiles			13/1300
		Per Minute	Call Connection	2 Minute Call	Per Minute	Call Connection	2 Minute Call	
Copper	\$0.18c	\$0.10	\$0.30	\$0.50	\$0.30	\$0.30	\$0.90	\$0.40
Bronze	\$0	\$0.10	\$0.30	\$0.50	\$0.30	\$0.30	\$0.90	\$0.40
Silver	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.40
Gold	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.40

For International Calls please see [International Calling Rate Card](#).

Other Information:***Usage information:***

You can monitor your usage at <http://cat.datawave.net.au> or by calling us on 07 4168 5789.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 0741685789 or by sending an email office@datawave.net.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>