

Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time



Bundle ADSL Plans

Information about the Service

ADSL is a high-speed broadband internet service which shares your existing telephone lines and allows you to use your phone or fax line while on the internet.

What's Included

- An ADSL service with a chosen amount of Monthly Data Allowance and a Landline PSTN Service (Analogue)

Your unused Monthly Data Allowance expires each month.

This allowance can be accessed at any time of the day.

If you exceed your monthly data allowance in a month, your broadband service will be slowed to 256Kbps for all usage for the rest of the month until the next billing cycle begins (you won't be charged for extra use)

These plans are available in a 24-month minimum term or a casual term.

A casual plan runs month by month and automatically renews at the beginning of each billing anniversary, until cancelled. A casual plan does not include the cost of phone line connection 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 further on.

Important Information regarding ADSL Services: Broadband Speeds

Maximum download speeds up to 20Mbps on ADSL2+ and up to 8Mbps on ADSL. Not available in all areas. Average speeds will be lower

Actual speeds vary, including due to your location/equipment/ software, data source, and internet traffic. Speeds may be slower when your devices are connected by Wi-Fi rather than ethernet cable.

Transferring to the nbn™ Network

Your 24-month contract could overlap with the rollout of the nbn™ network. If you wish to transfer to the nbn™ with DataWave, please contact us. If you do not wish to transfer to the nbn™ network we'll continue to provide your service up until the date on which we're required to disconnect it as part of the migration to the nbn™ network, your service will be cancelled along with access to existing networks. An early disconnection cost will not be charged in these circumstances.

Hardware:

A compatible modem/router is required for this service.

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

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

Un-locked routers available through DataWave:

Basic Router: 2 Port Ethernet LAN, 1 WAN, WiFi
\$59.95

Information about pricing

Plan Name	Minimum and Maximum Monthly Charge	Included Data Then shaped	Cost per GB	Total cost of plan (24 months)	Total Cost of plan (casual)	Voice Service Inclusion
APB25	\$69.95	25GB	\$2.79	\$1678.80	\$219.95	Bronze
APB50	\$79.95	50GB	\$1.60	\$1918.80	\$229.95	Silver
APB100	\$99.95	100GB	\$1.00	\$2398.80	\$249.95	Silver
APB200	\$109	200GB	\$0.55	\$2616.00	\$259.00	Gold
APB500	\$129	500GB	\$0.26	\$3096.00	\$279.00	Gold
APB1000	\$149	1000GB	\$0.68	\$3576.00	\$299.00	Gold

Internet Service Charges:

Charge	Unit Cost
Transfer of Internet Service from another provider (where possible)	\$0
Casual Plan Setup Fee (month by month contract)	\$129
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

Voice Service Charges (Telephone Line):

Please see <http://datawave.net.au/wp-content/uploads/2017/07/Telephone-CIS.pdf>

Billing

At the beginning of each month, you will be billed in advance for the minimum monthly charge.

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include charges for part of the month if you started or changed your plan part way through a billing period.

When you first start a plan, or change a plan part way through the month, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the previous billing period.

Other Information

Usage Information

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

Enquiries, feedback and complaints

We are committed to providing you with excellent service. Please contact us by calling 07 4168 5789 or by sending an email to office@datawave.net.au if you have any questions, would like feedback or to make a complaint.

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>