

# Critical Information Summary

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



## 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.

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

DataWave currently does not provide nbn™ Satellite services.

### Important information regarding Digital Voice Services

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

Power outages, service faults or 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.

### Important Information regarding NBN Service

#### Speeds

Actual speeds may be slower than stated than peak speeds in the table below 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 DataWave. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

#### NBN Development Fee

As of April, 2 2016 nbn™ implemented a \$300 charge for all connections made in areas identified as "greenfield" or new development areas where Fibre to the Premises is being installed. If you reside or are planning to build in these areas, as determined by the nbn™ and wish to connect to the nbn™ then the \$300 fee will apply. If this applies DataWave will ensure your permission is received before proceeding. You are able to check if your address falls in this area at the below address:

<http://www.nbnco.com.au/connect-home-or-business/check-your-address.html>

#### 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

### 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

### Voice Service Charges (Telephone Line):

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

### Other Information:

#### Usage information:

You can monitor your usage at <http://myaccount.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](mailto: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>