

Critical Information Summary

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



Telephone Services

Information about the Service

DataWave offers two types of voice services, Analogue and Digital. DataWave voice services are only available with a bundled DataWave Broadband plan.

Voice services are allocated according to your service type and location.

Analogue voice services are a traditional landline PSTN phone service. This service is available with ADSL broadband and select NBN services (determined by your service type and location).

Digital voice services are only available with NBN broadband services.

Call inclusions may vary depending on the broadband plan that is bundled with the voice service.

What's Included

An Analogue or Digital voice service is only available with a DataWave Broadband plan.

Due to voice services only being available with a broadband bundle, the minimum term is dependent on whether the customers' broadband service is a 24-month term or casual term.

Call inclusions may vary depending on the DataWave broadband plan bundled with the voice service.

No setup fee is charged when churning an active telephone line to DataWave, however when connecting an inactive line, a connection fee will apply.

All prices and fees can be found in the table below.

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.

Hardware

A compatible standard telephone (approved for use in Australia) is required for this service.

You are supply your own compatible telephone (BYO)

Information about pricing

Analogue Plan Call Costs: Only available with ADSL Broadband Services and NBN Fixed Wireless Broadband Services.

Plan	Local Call	STD/National Calls			Calls to Australian Mobiles			13/1300
	Flat Rate	Per Minute	Call Connection	2 Minute Call	Per Minute	Call Connection	2 Minute Call	Flat Rate
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: Only available with NBN FTTN and FTTP Broadband Services

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	Flat Rate
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](#).

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

NOTE: Please be aware that all voice services are bundled with an ADSL or NBN service. Internet Service Early Disconnection charges apply in the event a customer chooses to disconnect their service.

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://myaccount.datawave.net.au> 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>