

Critical Information Summary

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



NBN Only Plans

Information about the Service

DataWave's NBN broadband internet only service is delivered via the nbn™ to the network boundary point of your premises.

What's Included

An NBN service only and a chosen amount of Monthly Data Allowance.

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 NBN™ Services: Broadband Speeds

Actual speeds may be slower than stated below in the peak speeds table, they 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.

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	Peak Speed Mbps	Cost per GB	Total cost of plan (24 months)	Total Cost of plan (casual)
NBN-L-50	\$49.95	50GB	12/1	\$0.99	\$1198.80	\$178.95
DSL – 25	\$49.95	25GB	12/1	\$1.99	\$1198.80	\$178.95
DSL – 50	\$59.95	50GB	25/5	\$1.20	\$1438.80	\$188.95
DSL – 100	\$79.95	100GB	25/5	\$1.00	\$1918.80	\$208.95
DSL – 500	\$99.95	500GB	25/5	\$0.20	\$2398.80	\$228.95
DSL - 1000	\$119.95	1000GB	25/5	\$0.12	\$2878.80	\$248.95

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

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>