DVC TELCO

DVC Telco Home Internet: Critical Information Summary

Updated October 2026

Summary

Here's a quick summary of the important parts of your DVC Telco Home Internet Bundle. Please read the below for information on your plan. Please speak to our team if you have any further questions.

NBN Plan	Speed	Data	Contract Minimum	Monthly Cost	NBN Technology
NBN Everyday	25M/10M	Unlimited	12 Months	$70	FTTP, FTTC, FTTN, FTTB, HFC
NBN Family	50M/20M	Unlimited	12 Months	$95	FTTP, FTTC, FTTN, FTTB, HFC
NBN Streaming	100M/20M	Unlimited	12 Months	$105	FTTC, FTTN, FTTB, HFC
NBN Fast	100M/40M	Unlimited	12 Months	$110	FTTP, FTTC, FTTN, FTTB, HFC
NBN Home Fast (FTTP)	500M/50M	Unlimited	12 Months	$105	FTTP, HFC
NBN Super Speed	750M/50M	Unlimited	12 Months	$120	FTTP, HFC
NBN Home Super	1000M/100M	Unlimited	12 Months	$135	FTTP, HFC
NBN Ultra Home	250M/100M	Unlimited	12 Months	$125	FTTP, HFC
NBN Superfast	500M/200M	Unlimited	12 Months	$150	FTTP, HFC
NBN Ultrafast	1000M/400M	Unlimited	12 Months	$195	FTTP
NBN Wireless Plus	100M/20M	Unlimited	12 Months	$85	Fixed Wireless
NBN Wireless Homefast	250M/20M	Unlimited	12 Months	$100	Fixed Wireless
NBN Wireless Superfast	400M/40M	Unlimited	12 Months	$120	Fixed Wireless

Minimum Term

Your NBN Home Internet plan is a 12 month contract. The 12-month contract starts at the time of installation and connection of your NBN service.

Service Availability

The type of service offered may need further qualification checks to determine what's available at your location.

Access Technology

We may change the technology that we use to provide your service from time to time. You must provide all reasonable assistance to implement the change. We will let you know before we make this kind of change unless the change will benefit you or have a neutral impact on you and we do not require your assistance to implement the change.

Broadband Speeds

Broadband speeds may vary due to a number of factors, including:

- Type of technology available at your address
- Network capacity
- Set up at your premises
- Device connection (Wi-Fi vs Ethernet cable)
- The number of users online

A broadband service can never go faster than the maximum line speed available at your premises, so for FTTN/B/C customers we will confirm your actual speeds after connection. Typical NBN Fixed Wireless speeds may be lower than other NBN access types.

Charges for other work we may do

At times there may be extra work needed from DVC Telco or NBN Co. If there is extra work needed these charges and work may be charged back to the customer. We will notify you if you will be charged for this work or not. In addition to the monthly charge, you may pay the following:

Charge	Details
Connection Charge	$99 for new DVC Telco customers
Standard Professional Installation	$240 if you request a technician at your premises
Connecting to the NBN Network	NBN Co charges $300 for first-time connections in new developments and $297 for an additional connection requiring installation of additional NBN equipment
Non-Standard Installations	Separate charges apply for non-standard installations or complex installations
DVC Telco Modem	$135 upfront or $12 per month if you wish to purchase a DVC Telco Netcomm 300 for your home
Travel	DVC Telco charges $1.50 per kilometre for installations if the location is outside of the 5km area of the Office, 1/51 Kendal Street, Cowra NSW 2794
Delivery Fee	Delivery fee of $9.95 for hardware delivery such as modems

Changing these terms

We can change these terms from time to time by giving you as much notice as reasonably possible. We will inform you of any changes to our terms by emailing you and by providing relevant information on our website.

Notices

DVC Telco will communicate with you primarily via email. Notices to you will be sent to the email address specified by you during the sign up for service or subsequently specified by you as your contact email address. We may also obtain personal information from your use of our services. If your contact email address changes you must advise us of the details as soon as possible. You agree that sending a message to your contact email address is the agreed means of providing notification. Notifications include information about your service, billing, changes to services and other information. You are required to read any email sent to your contact email address in a timely manner to avoid any potential disruption to your service.

Billing / Billing Cycle

Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected for the first month. Telecommunication service providers charge 'in advance'. Your subsequent account from us will revert to the regular monthly charge. Plan upgrade/downgrade are not prorated. New plan rate will apply in full on the day of the change, unless made on the 27th of the month. If you cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.

Changing or cancelling your plan

You can change your plan within your plan range once a month while DVC Telco has the plan ranges. If you change your plan there may be a $50 plan change surcharge applied if this is within the first 6 months of your contract.

Cancelling your plan within a contracted period will generate early termination charges plus any additional payment plans as part of the contract.

Example: cancelling a contract with 3 months left and a payment plan for a modem:

- 3 x (Monthly plan + Monthly Modem plan charge) = Early Termination Charge

Payments

Invoices are issued on the 1st day of each month and are due on the 15th of each month. You can pay by direct debit from a bank account, by credit or debit card, or by bank transfer. We do not charge a surcharge for paying by card or by any other payment method.

A late payment fee of $15 will be applied if the bill due date is missed.

Should payment dates be missed or a payment be unsuccessful, and your account remains outstanding by the 27th of the month (12 days past the due date), your service/s may be restricted, and your standard monthly recurring charges will still apply. We will try to contact you before we restrict or disconnect a service.

If you are experiencing difficulty paying, please contact us as early as possible on 1300 655 985 or accounts@dvctelco.com.au so we can discuss a payment plan or other assistance. Our Financial Hardship Policy is available in the customer portal. We will not suspend or disconnect a service while we are assessing a financial hardship request.

If you do not contact DVC Telco and your account remains 40 days in arrears, your service/s will be disconnected.

You may change the nominated Direct Debit date by contacting our Business Services Team on 1300 655 985 or support@dvctelco.com.au.

Customer Complaints / Support Issues

DVC Telco prides itself on our customer service and if you have any complaints or issues our team can be contacted at support@dvctelco.com.au or 1300 655 985. Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 (tio.com.au), a free and independent service.

Our policies

This Critical Information Summary should be read with our Terms of Service, Privacy Policy and Financial Hardship Policy, which are available in the customer portal (https://portal.dvctelco.com.au) or on request. If anything in the Terms of Service conflicts with this summary on price or inclusions, this summary for your plan applies.