

DVC Telco Home Internet – Critical Information Summary

Updated: October 2024

Summary

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

Plan	NBN Plan Speed	Unlimited Data	Contract	Minimum Monthly Cost	NBN Technology
NBN Everyday	25M/5M	Unlimited	12 Months	\$70	FTTC, FTTN, FTTP, FTTB, Fixed Wireless
NBN Family	50M/20M	Unlimited	12 Months	\$95	FTTC, FTTN, FTTP, FTTB, Fixed Wireless
NBN Streaming	100M/20M	Unlimited	12 Months	\$105	FTTC, FTTN, FTTP, FTTB
NBN Fast	100M/40M	Unlimited	12 Months	\$120	FTTC, FTTN, FTTP, FTTB
NBN Super Speed	250M/25M	Unlimited	12 Months	\$125	FTTP
NBN Fixed Wireless (New)	75M/10M	Unlimited	12 Months	\$105	Fixed Wireless

Minimum Term

Your NBN Home Internet plan is a 12 Month contract. The 12-month contract starts at the time of installation & 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 & 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:

Connection Charge	\$99 for new DVC Telco Customers
Standard Professional Installation	\$240 if you request for a technician at your premise
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 Kilometer 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 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 contract with 3 months left and a payment plan for Modem

- $3 \times (\text{Monthly plan} + \text{Monthly Modem plan charge}) = \text{Early Termination Charge}$

Payments

Invoices are issued on the 1st day of each month with the bill due date is the 15th of each month. Direct Debit via bank account no additional charge. Payments made with a Credit Card will incur a payment processing fee. A late payment fee of \$15 will be applied if the bill due date is missed. Should payment dates be missed or payment unsuccessful, and your account remains outstanding by the 27th of the month your service (12 days past the due by date) your mobile service/s may be restricted, and your standard monthly recurring charges will still apply. If you are experiencing difficulties making payment, please contact us so we can discuss a suitable payment plan with you. If you do not contact DVC Telco and your account remains 40 days in arrears, your service will be disconnected. You may change the nominated Direct Debit date by contacting our Business Services Team on 1300 655 985