

INFORMATION ABOUT THE SERVICE

Your plan is a Wideband Internet service over the DGtek Network. There is a limit of one ASCOMM DGtek Wideband service per household. This service comes standard with a dynamic IP address. This service is a standalone product and is not offered as a bundle with any other Ascensa service.

You will require an DGtek approved router or 'home gateway' to access the Wideband service. We sell and support suitable devices from our approved hardware list.

We cannot guarantee that equipment advertised will be available at time of order. If equipment selected by a customer is not available at the time of delivery, we will notify the customer and provide an alternative option for the customer. The substitute equipment may be equivalent to the model selected.

If you supply your own router, we are not responsible or necessarily able to assist with non-standard configurations that may result in connectivity issues.

Billing information

Tax invoices and other notifications are sent to your nominated email address. Your service is invoiced on the same date each month (e.g., 5th of every month). We bill you in advance for the minimum monthly. Your first invoice may be higher because it includes a partial plan fee billed in arrears (for the period between your service activation and your first invoice) plus the plan fee for the following month billed in advance.

Billing commences within 3 days of the service being provisioned by our carrier, or earlier if you have registered a successful login. Ascensa accepts BPAY, direct debit, credit card (VISA and Mastercard only) and direct bank transfer.

There are no surcharges for Direct Debit. Direct debit is executed on the 20th of each month. Payments by credit cards incur our administrative processing fee which is 1.65% of the monthly invoice value.

This is a summary only. For more information, please visit www.ascensa.com.au and refer to our **Billing Policy**.

Minimum term

A minimum term of one month applies to the ASCOMM DGtek Wideband service.

Service cancellation and charges

All service cancellations require thirty days' notice and must be submitted in writing and will take effect at the end of the current month payment cycle. Ascensa does not charge fees for cancellation of services.

INFORMATION ABOUT PRICING

Wideband speeds and monthly plans

ASCOMM DGtek Wideband is a contended residential service. There are no peak and off-peak data usage restrictions with ASCOMM DGtek Wideband. Service is subject to potential speed fluctuations during peak periods where network utilisation is higher than normal. Ascensa peak service time is between 10am to 2am, Off-peak service time is between 2am to 10am.

There are currently five (5) ASCOMM DGtek Wideband service plans and a choice of five (5) speed tiers (normal access line speeds) over the DGtek Network, these are:

Fixed Line

- 50/50Mbps
- 150/150Mbps
- 250/250Mbps
- 500/500Mbps
- 1000/1000Mbps

Ascensa makes no guarantees of any kind on the actual speed that will be achieved by any individual user as we rely on our supplier to ensure services are provisioned to deliver optimum speeds at all times.

Actual speeds may be slower than the nominal access line speed and can vary due to a range of factors such as the source and type of content downloaded by the end-user, your hardware and software configuration.

Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

Service	Speed Tier	Average Evening Speeds
Deluxe 50	50/50 Mbps	40 Mbps
Deluxe 150	150/150 Mbps	120 Mbps
Deluxe 250	250/250 Mbps	200 Mbps
Deluxe 500	500/500 Mbps	400 Mbps
Deluxe 1000	1000/1000 Mbps	800 Mbps

Data allowance

Ascensa offers an unlimited monthly data allowance. All services are subject to our Acceptable Use Policy.

Standard activation

A once-off standard activation fee of \$129.88 will be charged for all new ASCOMM DGtek Wideband services.

Includes:

- Site visit by technician for setup and installation
- Includes approved Wi-Fi Broadband router

Minimum service cost

The minimum cost for an ASCOMM DGtek Wideband service covers the standard activation and the first full month's service fee pro-rate

\$129.88 includes site visit by a certified technician to setup and install the included Wi-Fi router with the ASCOMM DGtek Wideband service.

Fixed Line Services		
Service	Monthly Fee	Minimum Cost
Deluxe 50	\$59.88	\$189.76 (\$59.88 monthly fee + \$129.88 activation)
Deluxe 150	\$79.88	\$209.76 (\$79.88 monthly fee + \$129.88 activation)
Deluxe 250	\$99.88	\$229.76 (\$99.88 monthly fee + \$129.88 activation)
Deluxe 500	\$129.88	\$259.76 (\$129.88 monthly fee + \$129.88 activation)
Deluxe 1000	\$149.88	\$279.76 (\$149.88 monthly fee + \$129.88 activation)

Plan upgrades and downgrades

You can modify your plan any time. Plan changes are permitted only once a month. There is a once-off fee of \$66.00 for plan upgrades / downgrades.

OTHER INFORMATION

Due to technical constraints, ASCOMM DGtek Wideband is not available in all areas. There is no charge if we cannot provision your service. All prices quoted in this summary is inclusive of Goods and Services Tax (GST).

Usage information

- For Unlimited services, we do not offer usage information or alerts, but you can request this on demand if required.

Customer Service contact details

You can contact our team by calling (03) 9975 4040; or by emailing us at team@ascensa.com.au. Other contact details for billing, sales and support can be found on our website at www.ascensa.com.au.

Dispute resolution process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via email to dispute.resolution@ascensa.com.au.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au.