

Tuesday 18th July 2017

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AN IMPORTANT CHANGE TO YOUR NUSKOPE ADSL SERVICE

It is with regret that we wish to inform you that as of the **31st of August 2017**, your NuSkope ADSL service will be discontinued.

Due to recent changes in wholesale cost, ongoing ADSL support has become financially unviable and as such NuSkope has been placed at a financial detriment.

If your ADSL service is still within contract, the early termination charge will be waived. If you transfer your service to another provider; there will be no transfer fees charged by NuSkope or any other fees charged by NuSkope to do so.

We have performed forward preliminary qualification tests at your property and initial test results are indicating that your property may be eligible for NuSkope Fixed Wireless broadband with either a standard or extended mast.

Due to the inconvenience of having the ADSL service disconnected, we are prepared to offer a full free installation on either a standard or extended mast (if required) to transfer to the NuSkope fixed wireless connection type on a 24-month contract. You can review more information about NuSkope fixed wireless plans online at www.nuskope.com.au/wdsl

If we do not hear from you by the 10th of August, we will not be able to continue offering you a service, which will result in the disconnection of your internet service.

If you have any questions or queries, feel free to review the enclosed FAQ sheet or if the sheet is not enclosed or you have further unanswered questions, you may call NuSkope on (08) 7123 2901 or 1800 733 418 and NuSkope staff will address any queries or concerns you may have.

Regards,



Rabih Rachid

Managing Director

Frequently Asked Questions

Why is this happening?

As NBN becomes more commonplace, we are seeing a decline in wholesale ADSL service support and an increase of ADSL wholesale costs. As such, this has placed NuSkope at a financial detriment and ADSL service support is no longer financially viable.

What if I am still in contract?

If you are in contract, your ADSL early termination charged will be waived.

Doesn't NuSkope have to provide the service until the end of the contract?

An internet service provider should only enter into a fixed term contract of a particular length with a consumer when it has reasonable expectations that it can provide the service for the full term of the contract. If a provider can no longer provide what it is contracted to provide, then the provider should release the consumer from contract with no exit/termination fees or charges.

ADSL services at NuSkope have been on cease sale since the beginning of 2016, and it was expected that the market would stay viable until at least the beginning of 2018, unfortunately this projection was not the case, due to the rapid rise of NBN services in urban areas.

What do I need to do?

If you do not want to take up the fixed wireless offer; you will need to *churn* your ADSL service to another provider before or on the 30th of August 2017. As of the 31st of August 2017, the service will no longer be functional. As soon as the service has been successfully transferred, you will need to call to NuSkope to advise that the service has been successfully *churned*. *(You will need to place the request with the new provider a few weeks in advance, as churns can take up to 30 days to process).*

In some cases, your new provider will ask for an **FNN** (Fixed National Number) which is your home telephone number if you have one. If you do not have an FNN, you can call NuSkope support on (08) 7123 2901 or 1800 733 418 and request your FNN. In some cases, depending on your area, an FNN will not be available from our staff and you will need to request to disconnect your current service and request a new service with your new provider.

If you chose to take up the NuSkope fixed wireless free installation offer & recontract, you will need to let NuSkope staff know before the 31st of August 2017, so that an installation appointment can be booked in to ensure continuity of your internet service. If you would like to find out more about NuSkope fixed wireless plans, you may review them online at www.nuskope.com.au/wdsl or you may call NuSkope on (08) 7123 2901 or 1800 733 418 and discuss further.