



Critical Information Summary

RA-WIFI Pty. Ltd. ABN: 31-125-849-621 or RA-ADSL Pty. Ltd. ABN: 32-158-560-671 trading as NuSkope

NuSkope Apartment Plans

Information about the service

NuSkope Apartment Plans are a stand-alone internet product which does not form part of a bundle. An email address is not included with this offer.

Minimum Term

1 Month

Service Availability & Requirements

NuSkope Apartment Plans are only available in certain NuSkope enabled apartments within South Australia. Initial service qualification checks will need to be performed to determine the availability of the service. If you require WiFi within your apartment, you will need an Ethernet WAN compatible WiFi router.

You can find out more here www.nuskope.com.au/apartments

Information about pricing

All prices in this summary are inclusive of GST.

Minimum Monthly Charge

As per the table(s) below.

WiFi Router

A WiFi router is included at no additional cost as a part of the setup fee.

Total Minimum Cost

As per the table(s) below.

Early Termination Charge (ETC)

The ETC on all Apartment Plans is \$0

Setup Fees

A setup Fee of \$99.95 applies to all new apartment installations.

Apartment Service Speeds

Maximum Access Connection Speed 12Mbps or 30Mbps

Typical Busy Period Speeds 5-20Mbps

Busy Period: 7pm – 11pm Monday – Friday

11am – 11pm Weekends, Public Holidays, and School Holidays

Factors that can affect NuSkope Fixed Wireless Link speeds to the Apartment Complex:

- Severe weather conditions such as heavy rain, hail, or snow (*Rain Fade*).
- Signal Quality, Signal Strength, and/or external sources of radio interference.
- Line of Sight obstructions in between the main apartment antenna and the radio tower (*such as trees and buildings*).
- Radio tower capacity.

Factors that can affect local (end user) network speeds within the apartment unit:

- Performance of end users' network equipment (such as routers, switches, WiFi extenders, or power-line adapters).
- Connecting to the router via WiFi instead of an Ethernet LAN cable.
- Quality of internal data cabling (*if present*).
- Amount of people using the internet within the apartment at the same time.

For more information and factors that can affect speeds, you can visit www.nuskope.com.au/speeds-and-performance

Apartment Plans

Plan Name	Monthly Included Data	Service Speed	Price per GB	Minimum Monthly Charge	Total Minimum Cost (1 month)
12/2 Mbit 40GB	40GB	5-12 Mb/s Down 1-2 Mb/s Up	\$1.00	\$39.95	\$139.90
12/2 Mbit 100GB	100GB	5-12 Mb/s Down 1-2 Mb/s Up	\$0.50	\$49.95	\$149.90
30/5 Mbit 250GB	250GB	5-30 Mb/s Down 1-5 Mb/s Up	\$0.23	\$59.95	\$159.90
30/5 Mbit 350GB	350GB	5-30 Mb/s Down 1-5 Mb/s Up	\$0.19	\$69.95	\$169.90
30/5 Mbit 450GB	450GB	5-30 Mb/s Down 1-5 Mb/s Up	\$0.17	\$79.95	\$179.90
30/5 Mbit 600GB	600GB	5-30 Mb/s Down 1-5 Mb/s Up	\$0.16	\$99.95	\$189.90
30/5 Mbit 1000GB	1000GB	5-30 Mb/s Down 1-5 Mb/s Up	\$0.13	\$139.95	\$239.90

Other Information

Data Usage Information

You are not charged for excess data usage. Instead, the service will shape to **512k/512k** until the billing cycle resets.

You are able to obtain data usage information from the NuSkope members section portal at www.nuskope.com.au/members

Customer Service Contact Details

You can contact NuSkope Customer Service by calling 1800 733 418 or (08) 7123 2901

Or by emailing us at: support@nuskope.com.au or accounts@nuskope.com.au or sales@nuskope.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. For more information, see our Complaints Handling Policy <http://www.nuskope.com.au/complaints-handling-policy>

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at www.tio.com.au/making-a-complaint or by calling 1800 062 058

Further Information

For further information, you can visit the NuSkope website at www.nuskope.com.au

This is a summary only. The full legal terms are available at www.nuskope.com.au/standard-form-of-agreement