

This summary does not include any promotional offers, discounts or price alterations that may occur on occasion

RA-WIFI Pty. Ltd. ABN: 31-125-849-621
trading as NuSkope

NuSkope NBN

Standard | 12mbit/s Download, 1mbit/s Upload. Evening Speeds: 5-12mbit Download, 1mbit Upload

Monthly Data Quota	Minimum Monthly Charge	Cost per GB	Monthly Included Off-Peak Data	Total Minimum Cost (1 month)	Total Minimum Cost (24 months)
50GB/Unlimited	\$54.95	\$1.1	Unlimited	\$154.90	\$1,318.80
200GB/Unlimited	\$64.95	\$0.32	Unlimited	\$164.90	\$1,558.80
500GB/Unlimited	\$74.95	\$0.15	Unlimited	\$174.90	\$1,798.80
1000 Anytime	\$79.95	\$0.8	N/A	\$179.90	\$1,918.80

Standard | 25mbit/s Download, 5mbit/s Upload. Evening Speeds: 5-25mbit Download, 1-5mbit Upload

Monthly Data Quota	Minimum Monthly Charge	Cost per GB	Monthly Included Off-Peak Data	Total Minimum Cost (1 month)	Total Minimum Cost (24 months)
50GB/Unlimited	\$64.95	\$1.30	Unlimited	\$164.90	\$1,558.80
200GB/Unlimited	\$74.95	\$0.37	Unlimited	\$174.90	\$1,798.80
500GB/Unlimited	\$84.95	\$0.17	Unlimited	\$184.90	\$2,038.80
1000 Anytime	\$89.95	\$0.09	N/A	\$189.90	\$2,158.80

Standard | 50mbit/s Download, 20mbit/s Upload. Evening Speeds: 25-50mbit Download, 5-20mbit Upload

Monthly Data Quota	Minimum Monthly Charge	Cost per GB	Monthly Included Off-Peak Data	Total Minimum Cost (1 month)	Total Minimum Cost (24 months)
50GB/Unlimited	\$74.95	\$1.50	Unlimited	\$174.90	\$1,798.80
200GB/Unlimited	\$84.95	\$0.42	Unlimited	\$184.90	\$2,038.80
500GB/Unlimited	\$94.95	\$0.19	Unlimited	\$194.90	\$2,278.80
1000 Anytime	\$99.95	\$0.10	N/A	\$199.90	\$2,398.80

Standard | 100mbit/s Download, 40mbit/s Upload. Evening Speeds: 25-100mbit Download, 15-40mbit Upload

Monthly Data Quota	Minimum Monthly Charge	Cost per GB	Monthly Included Off-Peak Data	Total Minimum Cost (1 month)	Total Minimum Cost (24 months)
50GB/Unlimited	\$84.95	\$1.70	Unlimited	\$184.90	\$2,038.80
200GB/Unlimited	\$94.95	\$0.47	Unlimited	\$194.90	\$2,278.80
500GB/Unlimited	\$104.95	\$0.21	Unlimited	\$204.90	\$2,518.80
1000 Anytime	\$109.95	\$0.11	N/A	\$209.90	\$2,638.80

Service Information

Minimum Term

1 month or 24 months.

Service Availability & Requirements

NuSkope NBN is only available in certain NBN enabled areas. Initial qualification checks will need to be performed to determine the availability of the service. If you require WiFi within your property, you will need an NBN compatible Ethernet WAN WiFi router for NBN Fibre-to-the-Premises (FTTP), NBN Fixed Wireless, and Hybrid Fibre Coaxial (HFC), or you will need a NBN Compliant VDSL2+ Modem/Router for NBN Fibre-to-the-Node (FTTN), and NBN Fibre-to-the-Basement (FTTB) NBN technology types.

Pricing Information

All prices in this summary are inclusive of GST.

Setup Fees

Setup costs for NuSkope NBN services are \$99.00 on a 1-month contract or \$0 on a 24-month contract.

Optional Accessory - WiFi Router

If you require WiFi throughout the property, you will need an Ethernet WAN compatible WiFi router which you can supply yourself, or NuSkope can supply a router for an additional fee from \$124.95 (postage included). A full description of the routers available can be found here:

<https://www.nuskope.com.au/pricing-schedules>

Early Termination Charges

Plan	Maximum ETC
All NuSkope residential NBN plans	\$150

Data Packs

Data packs are available to purchase if you want to add temporary additional data to your plans' monthly data quota amount for the current billing cycle.

Any data that you have used, while shaped, above your monthly data quota, will be deducted from the amount of data provided by the data pack.

The below table lists the amount and the price, of data packs available for purchase.

Amount	Cost
10GB	\$5.00
20GB	\$10.00
50GB	\$25.00
100GB	\$40.00
200GB	\$70.00

Data packs are charged in arrears and are non-refundable. Any unused data will expire at the end of the billing cycle.

You can add data packs to your account via the NuSkope members section portal at www.nuskope.com.au/members

Payment

You can select your preferred payment method upon signup, or at a later stage through the NuSkope members section portal at www.nuskope.com.au/members

Acceptable payment methods are; BPAY, EFT, Direct Deposit, Online Credit/Debit Card Payments, Over-the-Phone Credit/Debit Card Payments, and Auto-Debit from a Credit/Debit card (Visa or MasterCard only).

NuSkope does not accept Cheque payments, or Bank Account Direct Debit.

Plan Changes

You can request to change your plan once per month at the cost of \$15, which will take effect at the beginning of the next billing cycle. You can make this request by calling NuSkope, or through the NuSkope members section portal at www.nuskope.com.au/members

Other Information

Email Address

This product is an internet-only service. NuSkope does not offer an email address service with this product.

NBNco New Development Fee & Subsequent Installation Charge

From the 01st of April 2016, NBNco have implemented a \$300 NBN New Development Fee to be charged on the first connection to a premises in an 'NBNco New Development Area'. If you are in an NBN FTTN area, and request an additional copper lead-in, a \$300 'Subsequent Installation' Charge will apply.

Data Usage Information

Peak times are 8am - Midnight (GMT +9:30)

Off-Peak times are Midnight - 8am (GMT +9:30)

You are not charged for excess data usage. Instead, the service will shape to 256k/256k during peak and non-peak times if quota is exhausted for time periods where data limits apply. NuSkope customers can obtain data usage information at www.nuskope.com.au/members

Customer Service Contact

Please visit www.nuskope.com.au/contact if you have any queries about your plan, require technical support, would like to report a fault with your service, or would like to discuss your account. Alternatively, you can call NuSkope on 1800 733 418 or (08) 7123 2901. You can also email NuSkope at sales@nuskope.com.au or accounts@nuskope.com.au or support@nuskope.com.au

Complaints and Disputes

If you have a service complaint or an accounting dispute that you feel has not been resolved by standard customer service contact means and wish to take the matter further, you can visit www.nuskope.com.au/complaints-handling-policy for contact details and information on how to raise a formal NuSkope complaint.

Further Investigation

If you feel that we have been unable to resolve your complaint and/or you are dissatisfied with the offered resolution(s), you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For full contact information online, you can visit the TIO website at www.tio.com.au/about-us/contact-us

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