

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 Residential Fixed Wireless

Monthly Data Quota	Service Speed	Typical Evening Speeds*	Minimum Monthly Charge	Cost per GB	Total Minimum Cost (1 month)	Total Minimum Cost (12 months)	Total Minimum Cost (24 months)
75 GB	12 Mbps Down 2 Mbps Up	10Mbps*	\$39.95	\$0.53	\$139.90	\$529.35	\$958.80
200 GB	12 Mbps Down 2 Mbps Up	10Mbps*	\$49.95	\$0.25	\$149.90	\$649.35	\$1,198.80
500 GB	30 Mbps Down 5 Mbps Up	22Mbps*	\$59.95	\$0.12	\$159.90	\$769.35	\$1,438.80
800 GB	30 Mbps Down 5 Mbps Up	22Mbps*	\$79.95	\$0.10	\$179.90	\$1,009.35	\$1,918.80
1000 GB	30 Mbps Down 5 Mbps Up	22Mbps*	\$99.95	\$0.10	\$199.90	\$1,249.35	\$2,398.80
1500 GB	30 Mbps Down 5 Mbps Up	22Mbps*	\$129.95	\$0.09	\$229.90	\$1,609.35	\$3,118.80

\*Typical Evening Speed indicates download speed and is measured between 7pm-11pm. NuSkope Fixed Wireless 12/2Mbps plans have an upload speed of up to 2 Mbps. NuSkope 30/5 Mbps plans have an upload speed of between 1 Mbps and 5 Mbps. Actual speed may vary due to access method, network, device and more. See: [www.nuscope.com.au/speeds-and-performance](http://www.nuscope.com.au/speeds-and-performance)

### Service Information

#### Minimum Term

1 month, 12 months, or 24 months.

#### Service Availability & Requirements

NuSkope fixed wireless is only available in certain fixed wireless enabled areas of South Australia. Initial service 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 Ethernet WAN compatible WiFi router.

#### Fixed Wireless Service Speeds

**Maximum Access Connection Speed** 12mbps or 30mbps

**Typical Busy Period Speeds** 7-20mbps

*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 premises:

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

*Fixed Wireless Radio Links are subject to varying speeds based on the above factors*

#### Factors that can affect local (end user) network speeds within the premises:

- 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 property at the same time.

For more information and factors that can affect speeds, you can visit [www.nuscope.com.au/speeds-and-performance](http://www.nuscope.com.au/speeds-and-performance)

### Pricing Information

All prices in this summary are inclusive of GST.

#### Installation and Activation Fees

In addition to the monthly charge (and router if taken), customers will be invoiced for the following

Contract Length	New Equipment Installation	Existing Equipment Activation
1 Month	\$249.00	\$99.95
12 Month	\$189.95	\$49.95
24 Month	\$99.95	\$0.00

Installer site appointments are required for both installations and activations.

#### Extra Charges

On occasion, some sites will present a higher degree of difficulty and complexity to install or relocate the service, or may require additional materials not covered by the installation or relocation fee.

In the case of additional labour or extra materials, this may be required at the customers’ expense.

Extra Requirements	Cost
4m Extended Mast	\$220.00
6m Extended Mast	\$350.00
Additional Labour	Variable
Extra Materials	Variable

Where additional labour or materials are required, a quote will be provided and must be accepted before the installation work can commence.

#### Relocation of Service Address

Relocation Setup	Cost
Standard Relocation	\$199.95

If you are within your contracted term, and you relocate to an address that NuSkope cannot service or you chose not to relocate the service, then the ETC will apply.

If you choose not to relocate the service because an extended mast, extra materials, or additional labour are required, then an ETC will apply.

### Recurring Minimum Monthly Charge

As per the above table

### Total Minimum Cost

1 month, 12-month, and 24-month minimum cost as per the table above.

### Important Service Condition

The installation fee covers the labour cost required to install the NuSkope supplied antenna (modem) which remains property of NuSkope.

### Price per Gigabyte

As per the table above.

### 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 \$99.95 if required, which will be added to the first invoice.

### Early Termination Charges

Plan	Maximum ETC
All NuSkope Residential Fixed Wireless Plans	\$500

*(Months Remaining X Original Selected Plan Minimum Monthly Cost. capped at \$500.00)*

### Data Packs

Data packs are available to purchase if you want to add temporary additional data to your plan's 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.

Additional Data Allowance	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](http://www.nuskope.com.au/members)

### Billing

Service(s) are charged monthly in advance and are non-refundable.

The first invoice is issued once the service is ready for use at the NuSkope Network Boundary Point (NBP).

Every subsequent invoice is issued 2 weeks before the due date to the primary contact email address that is provided to NuSkope upon signup. You are required to keep NuSkope updated if any changes are made to your primary contact details.

NuSkope does not offer paper billing.

### 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](http://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 no cost, 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](http://www.nuskope.com.au/members)

### Other Information

#### Data Usage Information

Data usage is calculated using both downloads and uploads. Once you reach your data allowance, the service speed will be shaped to 512k/512k until the billing cycle resets. You are not charged for excess data usage unless you purchase an additional data pack.

You are able to obtain data usage information from the NuSkope members section portal at [www.nuskope.com.au/members](http://www.nuskope.com.au/members)

#### Acceptable Use

NuSkope residential plans are intended for personal household use only. Do not use NuSkope residential services for corporate or business purposes.

#### Email Address

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

#### Customer Service Contact

Please visit [www.nuskope.com.au/contact](http://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](mailto:sales@nuskope.com.au) or [accounts@nuskope.com.au](mailto:accounts@nuskope.com.au) or [support@nuskope.com.au](mailto: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](http://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](http://www.tio.com.au/about-us/contact-us)

#### Further Information

For further information, you can visit the NuSkope website at [www.nuskope.com.au](http://www.nuskope.com.au)

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