

CRITICAL INFORMATION SUMMARY

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

NuSkope Residential Fixed Wireless

Monthly Data Quota	Maximum Access Service Speed	Typical Evening Service Speed *	Minimum Monthly Charge	Cost per GB	Total Minimum Cost (1 month)	Total Minimum Cost (12 month)	Total Minimum Cost (24 month)
75 GB	12Mbps Down 2Mbps Up	10Mbps*	\$39.95	\$0.53	\$288.95	\$669.35	\$1,058.75
200 GB	12Mbps Down 2Mbps Up	10Mbps*	\$49.95	\$0.25	\$298.95	\$789.35	\$1,298.75
500 GB	30Mbps Down 5Mbps Up	22Mbps*	\$59.95	\$0.12	\$308.95	\$909.35	\$1,538.75
800 GB	30Mbps Down 5Mbps Up	22Mbps*	\$79.95	\$0.10	\$328.95	\$1,149.35	\$2,018.75
1000 GB	30Mbps Down 5Mbps Up	22Mbps*	\$99.95	\$0.10	\$348.95	\$1,389.35	\$2,498.75
1500 GB	30Mbps Down 5Mbps Up	22Mbps*	\$129.95	\$0.09	\$378.95	\$1,749.35	\$3,218.75

*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 2Mbps. NuSkope 30/5Mbps plans have an upload speed of between 1Mbps and 5Mbps. Actual speed may vary due to access method, network, device, and more.

Service Information

Minimum Term

1 month, 12 months, or 24 months.

Important Service Condition

The NuSkope installed antenna (modem) remains the property of NuSkope.

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

Fixed wireless service speeds are variable based on the time of the day, your location, and the below factors:

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

- Performance of end user 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 for factors that can affect speeds over the NuSkope network to the premises, you can visit www.nuscope.com.au/speeds-and-performance

Pricing Information

All prices in this summary are inclusive of GST.

Minimum Monthly Charge

As per the above table.

Total Minimum Cost

$\text{New Equipment Installation} + (\text{Minimum Monthly Charge} \times \text{Contract Length})$

Early Termination Charge (ETC)

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

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

Price per Gigabyte

As per the table above.

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
1 Month	\$249.00
12 Month	\$189.95
24 Month	\$99.95

Where suitable existing NuSkope equipment is available, a reduced Activation Fee will be applied instead of a New Equipment Installation Fee

Contract Length	Existing Equipment Activation
1 Month	\$99.95
12 Month	\$49.95
24 Month	\$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 your expense.

Extra Charge	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.

WiFi Router (Network Accessory)

A router is **not** required for the service to work, however if you need WiFi throughout your property, you will need an Ethernet Wide-Area-Network (**eWAN**) WiFi Router.

You may choose to Bring-Your-Own (**BYO**) EWAN WiFi Router, or you may choose to purchase one from NuSkope for an additional fee from **\$99.95** (+\$14.95 Postage & Handling if delivery is required).

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

Other Fixed Wireless Charges

For a full list of Fixed Wireless Costs and Charges you can view the Fixed Wireless pricing schedule located at www.nuskope.com.au/pricing-schedules

Billing

Service(s) are charged for the full month in-advance and are non-refundable.

The first invoice is not issued until 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

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

Other Information

Data Usage Information

Data usage is calculated using both downloads and uploads. You are not charged for excess data usage. Instead, the service speed 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

Acceptable Use

NuSkope residential plans are intended and tailored for personal household use only. It is not recommended to 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.

Typical Data Usage

You can view how much data quota is typically consumed by the most common internet usage types at www.nuskope.com.au/typical-usage

Typical Evening Speeds

Typical evening speed times are between 7-11pm.

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

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