

CRITICAL INFORMATION SUMMARY

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



NuSkope Residential NBN

Basic (12/1) | Typical Evening Speeds: 10.2Mbps*

Plan Name	Minimum Monthly Charge	Cost per GB	Monthly Included Data	Total Minimum Cost (1 month)	Total Minimum Cost (24 months)
100GB	\$49.95	\$0.50	100GB	\$149.90	\$1,198.80
500GB	\$59.95	\$0.12	500GB	\$159.90	\$1,438.80
Unlimited	\$69.95	-	Unlimited	\$169.90	\$1,678.80

Standard Plus (50/20) | Typical Evening Speeds: 41.8Mbps*

Plan Name	Minimum Monthly Charge	Cost per GB	Monthly Included Data	Total Minimum Cost (1 month)	Total Minimum Cost (24 months)
500GB	\$74.95	\$0.15	500GB	\$174.90	\$1,798.80
Unlimited	\$79.95	-	Unlimited	\$179.90	\$1,918.80

Premium (100/40) | Typical Evening Speeds: 78.3Mbps*

Plan Name	Minimum Monthly Charge	Cost per GB	Monthly Included Data	Total Minimum Cost (1 month)	Total Minimum Cost (24 months)
500GB	\$89.95	\$0.18	500GB	\$189.90	\$2,158.80
Unlimited	\$99.95	-	Unlimited	\$199.90	\$2,398.80

*Typical Evening Speed indicates download speed and is measured between 7pm-11pm. NuSkope Basic plans have an upload speed of up to 1Mbps. NuSkope Standard plans have an upload speed of between 1Mbps and 20Mbps. NuSkope Premium plans have an upload speed of between 1Mbps and 40Mbps. Actual speed may vary due to access method, network, device and more. See www.nuskope.com.au/speeds-and-performance

Service Information

NuSkope NBN is a stand-alone internet only product which does not form part of a bundle.

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) (Also known as Fibre-to-the-Home (FTTH)), NBN Fixed Wireless, and Hybrid Fibre Coaxial (HFC), or you will need an NBN Compliant VDSL2+ Modem/Router for NBN Fibre-to-the-Node (FTTN), Fibre-to-the-Basement (FTTB) NBN technology types.

NBN Service Speeds

NBN service speeds may vary based on the time of the day, the type of NBN technology rollout in your area, and the below factors:

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

- Performance of your 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 NBN network to the premises, you can visit www.nuskope.com.au/speeds-and-performance

Pricing Information

All prices in this summary are inclusive of GST.

Setup Fees

Contract Length	Setup Cost
1 Month	\$99.95
24 Month	\$0.00

NBNco New Development Fee & Subsequent Installation Charge

As of the 2nd 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.

WiFi Router (FTTP/FTTH, HFC, Fixed Wireless)

If you have either the FTTP/FTTH, HFC, or Fixed Wireless NBN rollout types, 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). *for HFC, the eWAN router must also be capable of 'VLAN Tagging'

VDSL2+ WiFi Modem-Router (FTTN, FTTB)

If you have either the FTTN or FTTB NBN rollout types, an NBN compliant VDSL2+ Modem-Router is required for the service to work. An NBN compliant VDSL2+ Modem-Router will also provide WiFi if you need WiFi.

You may choose to Bring-Your-Own (BYO) NBN Compliant VDSL2+ WiFi Modem-Router, or you may choose to purchase one from NuSkope for an additional fee from **\$124.95** (+\$14.95 Postage & Handling if delivery if requested).

Early Termination Charges

Plan	Maximum ETC
All NuSkope Residential NBN Plans	\$150 Anytime

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 NBN Charges

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

Billing

NBN Service(s) are charged for the full month in-advance and are non-refundable (NuSkope does not offer pro-rata).

Invoices are sent via email only (paper not available).

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; 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.

Data & Speed Tier Plan Changes

You can request to change your data plan (same speed tier) once per month at no cost, which will take effect at the beginning of the next billing cycle.

You can also request to change your speed tier (up or down), either at the same time as a data plan change request or by itself once per month at a cost of **\$15.00** which will appear on the next invoice. Speed changes will take affect 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 will shape to 256k/256k if the included data quota has been exceeded.

NuSkope customers can obtain data usage information at www.nuskope.com.au/members

Acceptable Use

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