



Critical Information Summary

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

NuSkope Apartment services

Information about the service

NuSkope offers a fast, reliable and secure solution at competitive prices. This is especially attractive to students and short stay leases, allowing the tenants to have a fast reliable service without complex and restricting contracts. We provide the highest internet speed to all residents within your building structure. Each customer is given the option to choose between price packages specific to your location, some even without connection fees.

Is the offer part of a bundle?

No

Is the customer required to buy any goods as part of the offer?

Modem Included in Setup

The minimum term is:

1 Months

Our Apartment plans include:

- One Static IP
- No Peak/Off-Peak Usage
- Speeds up to 30/5Mbit*
- Shaping Speed to 512k

*The infrastructure is configured to provide these speeds with Nuskope's own network. Actual speeds online will vary with internet traffic, servers and routers and is not within the control of NuSkope. The average customer connection speed during non-peak times is between 10-30 Mbit. The average customer connection speed during peak times is 7-20 Mbit

Any important conditions of the offer:

None

Any important limitations of the offer:

You must be in a NuSkope enabled Apartment

Any important restrictions on the offer:

You must be in a NuSkope enabled Apartment

Any important qualifications on the offer:

You must be in a NuSkope enabled Apartment

Information about pricing

Setup Fees

A Setup fee of **\$99.95** applies to all new accounts on a **0** month contract

Plan Name	Monthly Included Data	Price per GB	Monthly Minimum Charge	Total Minimum price (0 Months)	maximum early termination charge
12/2 Mbit	40GB	\$1.00	\$39.95	\$139.90	\$0
12/2 Mbit	100GB	\$0.50	\$49.95	\$149.90	\$0
30/5 Mbit	250GB	\$0.23	\$59.95	\$159.90	\$0
30/5 Mbit	350GB	\$0.19	\$69.95	\$169.90	\$0
30/5 Mbit	450GB	\$0.17	\$79.95	\$179.90	\$0
30/5 Mbit	600GB	\$0.16	\$99.95	\$189.90	\$0
30/5 Mbit	1000GB	\$0.13	\$139.95	\$239.90	\$0

Further Information At: <http://www.nuskope.com.au>

Information is current as of 30/08/2016,

all prices quoted include GST
V1.2



Other Costs

Service	Details	Cost
Plan Change	Nuskopec allows you to change your plan anytime (taking effect at next billing month for downgrades). You have the freedom to change to any of our plans without restriction, So if one month you want to download more just give us a call and we can upgrade you, and your free to downgrade the next month.	\$0.00

Other Information

Data Usage Information

NuSkope customers can obtain information:

NuSkope Data usage <http://www.nuskope.com.au/members>

Customer Service Contact Details

You can contact NuSkope Customer Service by calling **1800 733 418**

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 At: <http://www.nuskope.com.au>

Information is current as of 30/08/2016,

all prices quoted include GST
V1.2