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AN IMPORTANT CHANGE TO YOUR NUSKOPE ADSL SERVICE

It is with regret that we wish to inform you that as of the **31st of August 2017**, your NuSkope ADSL service will be discontinued.

Due to recent changes in wholesale cost, ongoing ADSL support has become financially unviable and as such NuSkope has been placed at a financial detriment.

If your service is still within contract, the early termination charge will be waived. If you transfer your service to another provider; there will be no transfer fees charged by NuSkope or any other fees charged by NuSkope to do so.

If you have any questions or queries, feel free to review the enclosed FAQ sheet or if the sheet is not enclosed or you have further unanswered questions, you can call NuSkope on (08) 7123 2901 or 1800 733 418 and NuSkope staff will address any queries or concerns you may have.

Regards,



Rabih Rachid
Managing Director

Frequently Asked Questions

Why is this happening?

As NBN becomes more commonplace, we are seeing a decline in wholesale ADSL service support and an increase of ADSL wholesale costs. As such, this has placed NuSkope at a financial detriment and ADSL service support is no longer financially viable.

What if I am still in contract?

If you are in contract, your early termination charged will be waived.

Doesn't NuSkope have to provide the service until the end of the contract?

An internet service provider should only enter into a fixed term contract of a particular length with a consumer when it has reasonable expectations that it can provide the service for the full term of the contract. If a provider can no longer provide what it is contracted to provide, then the provider should release the consumer from contract with no exit/termination fees or charges.

ADSL services at NuSkope have been on cease sale since the beginning of 2016, and it was expected that the market would stay viable until at least the beginning of 2018, unfortunately this projection was not the case, due to the rapid rise of NBN services in urban areas.

What do I need to do?

You will need to *churn* your ADSL service to another provider before or on the 30th of August 2017. As of the 31st of August 2017, the service will no longer be functional. As soon as the service has been successfully transferred, you will need to call to NuSkope to advise that the service has been successfully *churned*. (*You will need to place the request with the new provider a few weeks in advance, as churns can take up to 30 days to process*).

In some cases, your new provider will ask for an **FNN** (Fixed National Number) which is your home telephone number if you have one. If you do not have an FNN, you can call NuSkope support on (08) 7123 2901 or 1800 733 418 and request your FNN. In some cases, depending on your area, an FNN will not be available from our staff and you will need to request to disconnect your current service and request a new service with your new provider.

Could this disconnection have been avoided?

NuSkope has attempted every possible solution to ensure continuity of your internet service, such as looking at alternate technology types, however initial tests are advising that your property location is unavailable for NuSkope NBN or Fixed Wireless technology.