



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 Wireless (WDSL) services

Information about the service

NuSkope offers a fast reliable wireless technology solution to parts of Adelaide and surrounding areas. Fixed wireless broadband (also known as wireless DSL) is an exciting technology that has undergone great technological improvements since its introduction to the market in the early 2000s. These days, wireless brings speeds as fast, or faster, than most ADSL2+ connections, and with lower latency.

Is the offer part of a bundle?	No
Is the customer required to buy any goods as part of the offer?	No
The minimum term is:	1 Month

Our Wireless(WDSL) plans include:

- One Static IP
- Speeds up to 12/5Mbit*
- 1:5 contention ratio
- 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 11-12 Mbit. The average customer connection speed during peak times is 11-12 Mbit

Any important conditions of the offer: **The NuSkope installed modem remains the property of NuSkope**
 Any important limitations of the offer: **You must be in a NuSkope WDSL enabled area**
 Any important restrictions on the offer: **You must be in a NuSkope WDSL enabled area**
 Any important qualifications on the offer: **Line is sight to one of our transmission towers is required**

Information about pricing

Setup Fees

A setup Fee of **\$249.00** applies to all new accounts on a **12** month contract

A Setup fee of **\$189.00** applies to all new accounts on a **24** month contract

Plan Speed	Monthly Included Data	Price per GB	Monthly Minimum Charge	Total Minimum price (12 Months)	Total Minimum price (24 Months)	maximum early termination charge
12/5 Mbit	50GB	\$1.60	\$79.95	\$1208.40	\$2107.8	\$500
12/5 Mbit	100GB	\$1.05	\$104.95	\$1508.40	\$2707.8	\$500
12/5 Mbit	200GB	\$0.77	\$154.95	\$2108.40	\$3907.8	\$500
12/5 Mbit	300GB	\$0.68	\$204.95	\$2708.40	\$5107.8	\$500
12/5 Mbit	400GB	\$0.64	\$254.95	\$3308.40	\$6307.8	\$500
12/5 Mbit	Unlimited	N/A	\$354.95	\$4508.40	\$8707.8	\$500

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

Information is current as of 21/12/2015,

all prices quoted include GST V1.1



Other Costs

Service	Details	Cost
Plan Change	Nuskope 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
Extended pole	If an extender pole is required for your connection, there will be an additional cost for NuSkope to supply and install the pole. Our technician will always check with you first.	\$60.00
Extended Mast	If a 4m mast is required for your connection, there will be an additional cost for NuSkope to supply and install the mast. Our technician will always check with you first.	\$220.00
Wireless Router	If you want a Wireless Router for your home network, allowing you to connect computers and phones wirelessly Nuskope can install one for you.	\$99.95
Relocation	A relocation fee applies if you wish to move your service to another location. its important to note that Nuskope cannot guarantee the availability of a service at any residence, however we will test availability upon request.	\$149.95

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.php>

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

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