



## 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 NBN services

### Information about the service

NuSkope NBN services are for a data connection to be provided on the UNID port at a nominated speed (speeds shown are Theoretical Maximum Network Speeds). The service is delivered by the National Broadband Network

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: **0 Months**

Any important conditions of the offer: **None**

Any important limitations of the offer: **You must be in an NBN enabled area**

Any important restrictions on the offer: **You must be in an NBN enabled area**

Any important qualifications on the offer: **You must be in an NBN enabled area**

### Information about pricing

#### Setup Fees

A setup Fee of **\$99.95** applies to all new accounts on a **1** month contract

A Setup fee of **\$0.00** applies to all new accounts on a **24** month contract

NBN charges a once off fee of **\$300** for new connections in new developments. This charge also applies to new FTTN connections when no active phone line is connected.

#### UpTo - 12/1 Mbps

Plan Name	Monthly Included Peak Data	Price per GB	Monthly Included Off-Peak Data	Monthly Minimum Charge	Total Minimum price (1 Month)	Total Minimum price (24 Months)	maximum early termination charge
50/Unlimited	50GB	\$1.1	Unlimited	\$54.95	\$154.90	\$1318.80	\$150
200/Unlimited	200GB	\$0.32	Unlimited	\$64.95	\$164.90	\$1558.80	\$150
500/Unlimited	500GB	\$0.15	Unlimited	\$74.95	\$174.90	\$1798.80	\$150
1000/Anytime	1000GB	\$0.08	N/A	\$79.95	\$179.90	\$1918.80	\$150

#### UpTo - 25/5Mbps

Plan Name	Monthly Included Peak Data	Price per GB	Monthly Included Off-Peak Data	Monthly Minimum Charge	Total Minimum price (1 Month)	Total Minimum price (24 Months)	maximum early termination charge
50/Unlimited	50GB	\$1.3	Unlimited	\$64.95	\$164.90	\$1558.80	\$150
200/Unlimited	200GB	\$0.37	Unlimited	\$74.95	\$174.90	\$1798.80	\$150
500/Unlimited	500GB	\$0.17	Unlimited	\$84.95	\$184.90	\$2038.80	\$150
1000/Anytime	1000GB	\$0.09	N/A	\$89.95	\$189.90	\$2158.80	\$150

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

Information is current as of 05/05/2016,

all prices quoted include GST V1.0



### UpTo - 50/20Mbps

Plan Name	Monthly Included Peak Data	Price per GB	Monthly Included Off-Peak Data	Monthly Minimum Charge	Total Minimum price (1 Month)	Total Minimum price (24 Months)	maximum early termination charge
50/Unlimited	50GB	\$1.5	Unlimited	\$74.95	\$174.9	\$1798.80	\$150
200/Unlimited	200GB	\$0.42	Unlimited	\$84.95	\$184.9	\$2038.80	\$150
500/Unlimited	500GB	\$0.19	Unlimited	\$94.95	\$194.9	\$2278.80	\$150
1000/Anytime	1000GB	\$0.1	N/A	\$99.95	\$199.9	\$2398.80	\$150

### UpTo - 100/40Mbps

Plan Name	Monthly Included Peak Data	Price per GB	Monthly Included Off-Peak Data	Monthly Minimum Charge	Total Minimum price (1 Month)	Total Minimum price (24 Months)	maximum early termination charge
50/Unlimited	50GB	\$1.7	Unlimited	\$84.95	\$184.90	\$2038.80	\$150
200/Unlimited	200GB	\$0.47	Unlimited	\$94.95	\$194.90	\$2278.80	\$150
500/Unlimited	500GB	\$0.21	Unlimited	\$104.95	\$204.90	\$2518.80	\$150
1000/Anytime	1000GB	\$0.11	N/A	\$109.95	\$209.90	\$2638.80	\$150

### Plan's Info

No Excess data charges, shaped to **256k** when quota is exhausted for time periods where data limits applies. off-peak is between **midnight and 8am** Australian Eastern Standard Time. (GMT+9:30)

### Other Information

#### Other Fees

Order withdrawal fee \$90.00

Port Speed change (faster or slower port speed) \$15.00

#### Data Usage Information

Peak times are 8am-Midnight Australian Central time (GMT +9:30)

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](mailto:support@nuskope.com.au) or [accounts@nuskope.com.au](mailto:accounts@nuskope.com.au) or [sales@nuskope.com.au](mailto: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](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058

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