



## 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 Reach ADSL/Adsl2+ services

## Information about the service

ADSL2+ Internet is now an everyday method for providing broadband for both residential and business use. You will need to have your own phone number / phone line NuSkope does not offer phone lines  
Where NuSkope is unable to connect ADSL2+ due to unavailability we will connect your service as ADSL

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 Months**

## Our Reach ADSL/Adsl2+ plans include:

- One Static IP
- No Peak/Off-Peak Usage
- Shaping Speed to 512k

Any important conditions of the offer: **None**  
Any important limitations of the offer: **You must be in an ADSL enabled area**  
Any important restrictions on the offer: **You must be in an ADSL enabled area**  
Any important qualifications on the offer: **Only available in zone 2 or Zone 3 areas**

## Information about pricing

### Setup Fees

A setup Fee of **\$99.95** applies to all new accounts on a **0** month contract [no contract]

A setup Fee of **\$49.95** applies to all new accounts on a **12** month contract

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

Modem prices are subsidised by NuSkope As below. A **\$14.95** shipping fee applies to all modems.

### BYO Modem – NA

Plan Name	Monthly Included Data	Price per MB	Monthly Minimum Charge	Total Minimum price (12 Months)	Total Minimum price (24 Months)	maximum early termination charge
Reach 100GB	100GB	\$0.0004	\$44.95	\$589.35	\$1,078.8	\$500
Reach 250GB	250GB	\$0.0002	\$49.95	\$649.35	\$1,238.75	\$500
Reach Unlimited	Unlimited	N/A	\$59.95	\$769.35	\$1,438.80	\$500

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

Information is current as of 23/06/2015,

all prices quoted include GST V1.0



**Billion 7700N – FREE on 12,24 month contracts. \$39.95 on 0 month contract**

Plan Name	Monthly Included Data	Price per MB	Monthly Minimum Charge	Total Minimum price (12 Months)	Total Minimum price (24 Months)	maximum early termination charge
Reach 100GB	100GB	\$0.0004	\$44.95	\$604.3	\$1,093.75	\$500
Reach 250GB	250GB	\$0.0002	\$49.95	\$664.3	\$1,253.7	\$500
Reach Unlimited	Unlimited	N/A	\$59.95	\$769.35	\$1,438.80	\$500

## 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](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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