



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 Uni-V (phone) services

Information about the service

NuSkope allows you to make and receive phone calls on your NBN Uni-V for FTTP NBN customers.

Is the offer part of a bundle? **No**
Is the customer required to buy any goods as part of the offer? **Yes – must have an active NuSkope NBN service**
The minimum term is: **1 Month**

Our Uni-V (phone) plans include:

This NuSkope VoIP plan includes a incoming phone number (DID) and great value call rates.

What Is Not Included:

Our plans do not include calls to 13/1300 numbers, international calls and premium service numbers. Charges to these services will apply.

Any important conditions of the offer: **You must have an active NuSkope NBN service**
Any important limitations of the offer: **You must be in a NBN-FTTP enabled area**
Any important restrictions on the offer: **You must be in a NBN-FTTP enabled area**
Any important qualifications on the offer: **You must be in a NBN-FTTP enabled area**

Information about pricing

The pricing table below outlines the available Uni-V Phone plans:

Phone Plan	Local Calls	National Calls	Calls to Mobiles	International	133 & 13	Monthly Fee
Uni-V PAYG	\$0.10 untimed	\$0.10 untimed	\$0.27 Per Minute	Varies *	0.27 untimed	\$4.95
Uni-V Uncapped	included	included	included	Varies *	0.27 untimed	\$24.95

* International rates vary by destination. For a full list of International rates please visit our website <http://www.nuskope.com.au/univ-international.php>

NuSkope does not provide access to Premium call services.

Early Cancellation Fees

The service has no minimum term so there are no Early Cancellation Fees.

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

Information is current as of 15/06/2016,

all prices quoted include GST V1.1



Standardised Cost Information

A call to a standard national mobile number incurs a per minute rate of 27c per minute with no flag fall charges from UniOV PAYG plan.

- A 2-minute national mobile call will cost \$0.54

Other Information

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

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