

# RESIDENTIAL NSW CUSTOMERS – CRITICAL INFORMATION SUMMARY



## INFORMATION ABOUT THE SERVICE

### Description of the Service

Wi-sky NSW uses a combination of both Fibre Network and high-speed wireless technologies to enable eligible premises to get ultra-high-speed Internet connectivity.

Eligible customers can also choose to include a Voice over IP (VoIP) phone service offering great call rates and inclusions depending on your choice of VoIP Plan (at an additional charge.)

### Service Availability

The Wi-sky NSW service is only available within a Wi-sky ready service area and subject to an assessment of your premises suitability by a Wi-sky approved Technician.

### Minimum Term

Wi-sky NSW plans have a no term, 12 month or 24 month term option, which applies to the Broadband Plan and any optional VoIP Plan.

### Wireless - Broadband Speed

Customers can choose from one of our great broadband plans.

- Wi-sky Business up to 30 / 30 Mbps download/upload
- Wi-sky Plus up to 25 / 25 Mbps download/upload
- Wi-sky Standard up to 20 / 20 Mbps download/upload
- Wi-sky Economy up to 10 / 10 Mbps download/upload
- Wi-sky Base up to 5 / 5 Mbps download/upload

Actual speeds may vary and may be slower than the maximum Wi-sky wholesale connection speeds.

### Your Data Allowance

All Wi-sky Residential Plans come with **unlimited data**<sup>#</sup>.

## INFORMATION ABOUT PRICING

The charges payable include the Monthly Plan Charge, Installation Charges, and Other Fees & Charges as outlined below. Customers can also choose from our great Modem and Optional VoIP add-on options.

### Monthly Plan Charge

The minimum monthly charge for Wi-sky NSW Broadband Plan is \$75/month for the 5/5 Mbps Plan or a total minimum charge of \$2,130 including standard installation over 24 months. The charges for other plan options are as tabulated below.

Residential Plan	Maximum Speed Download/Upload	Data Allowance <sup>#</sup>	Monthly Plan Charge	Standard Installation Charge (upfront option) <sup>*</sup>	Total Minimum Charge over 24 Months <sup>^</sup>
Wi-sky Business	30 / 30 Mbps	Unlimited	\$275/month	\$330	\$6,930
Wi-sky Plus	25 / 25 Mbps	Unlimited	\$220/month	\$330	\$5,610
Wi-sky Standard	20 / 20 Mbps	Unlimited	\$165/month	\$330	\$4,290
Wi-sky Economy	12 / 12 Mbps	Unlimited	\$110/month	\$330	\$2,970
Wi-sky Base	5 / 5 Mbps	Unlimited	\$75/month	\$330	\$2,130

<sup>^</sup> Includes minimum Standard Installation Charge of \$330 (paid at time of installation) plus Monthly Plan Charge over 24 months.

<sup>\*</sup> Other installation payment options are available - see Installation Charges below for details.

<sup>#</sup>Acceptable Usage Policy applies.

### Installation Charges

Additional Installation Charges apply for Non-standard installations as tabulated below. Note our standard installation includes a Wi-sky Broadband Wireless Receiver (Wireless CPE), standard mast and cabling to the nearest suitable internal wall location with wall plate, Standard wifi router and connection of power supply to the wireless receiver.

Option	Amount payable is \$ upfront (at the time of installation) and \$ ongoing	Total Charge over 24 months
24 month option	\$330 payable upfront	\$330
12 month option	\$440 payable upfront	\$440
Month to month	\$550 payable upfront	\$550

Additional installation charges may apply for non-standard sites which include those that are unusually complex, require significant additional cabling, extended mast, or located outside the capital city metropolitan areas. Your installation technician will advise you prior to installation, if non-standard works are required.

## Optional Modem

The Installation Charges above include provision of a compatible modem.

We can provide a quality, pre-configured router which will be installed and tested on the day of your service installation. Discuss your needs (from the options provided below) with one of our service consultants.

Wi-sky Modem Option	Amount Payable Upfront
Standard Wi-Fi Modem	\$0
VOIP Enabled Wi-Fi Modem	\$149

Alternatively you can supply your own compatible modem (NBN compatible, supporting 100Mbps+ WAN) which will also need to be Wi-Fi and/or VoIP enabled if you want to connect wireless devices or make use of your included VoIP services and any cabling to connect it to the wall point.

## Optional VoIP Plans and Charges

Eligible customers can also choose to include a Voice over IP (VoIP) phone service with the call rates and inclusions as tabulated below.

Optional VoIP Plan	VoIP Services Included*	Monthly VoIP Charge*	Total Minimum VoIP Plan Charge over 24 Months*
VoIP 1	Unlimited Local, National and Mobile Calls.	\$45/month	\$1,080

\* International calls to landlines in US, NZ, UK, Canada, Germany, Italy, India, China, South Korea, Malaysia, Vietnam, Hong Kong, Singapore, Indonesia and Japan are included. Separate charges apply for 1300, 13XXXX, 1800 numbers. Non-included VoIP services can be found at Wi-sky Terms and Conditions.

### Cancellation Fees

Cancellation Fees are calculated... the Monthly Plan Charge, Monthly Installation Charge (where applicable) and Monthly VoIP Charge (where applicable) multiplied by the number of all as yet unbilled months remaining in the Contract Term.

Cancelling your Wi-sky service may also result in the cancellation of any other Wi-sky products you have purchased, that are only available when bundled with Wi-sky Broadband. Should those products have their own contract, you will be liable for their associated break fees, if applicable.

### GST

All dollar values in this Critical Information Summary are exclusive of GST unless stated otherwise.

## OTHER INFORMATION

### Other Information

Wi-sky Access Technologies. Our Broadband service can be delivered using either our Wireless or Fibre Network to your premises.

### Contact Us

You can contact Wi-sky customer service for Sales, Support & Billing assistance via:

Phone: 1300 556 723  
Website: [www.wi-sky.com.au](http://www.wi-sky.com.au)  
Email: [support@wi-sky.com.au](mailto:support@wi-sky.com.au)

### Payment

Payment options are EFT, Bpay, cheque or by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1.8% surcharge. AMEX payments attract a 3% surcharge by our e-payment provider.

### Other Fees and Charges

In accordance with our Terms and Conditions, other charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fees, Service Reconnection Fees, Payment Declined Fees and Hardware Replacement Fees. Refer to the Wi-sky BroadBand Terms and Conditions .

### Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with the resolution of your complaint by Wi-sky Broadband, you may wish to contact the TIO, an independent dispute resolution body via:

Phone: 1800 000 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
Fax: 1800 630 614  
Mail: PO Box 276, Collins Street West VIC 8007