

# Wi-sky NBN Plans – CRITICAL INFORMATION SUMMARY



## INFORMATION ABOUT THE SERVICE

### Description of the Service

Wi-sky NBN plans uses the NBN wholesale network to deliver high-speed internet via the applicable last mile technology to the customer premises. This can be Fibre, FTTN or Fixed wireless technologies that 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 NBN plans are only available within the NBN coverage area and technologies used are determined by the NBN per location. These areas can be reviewed at <https://www.nbnco.com.au/>

### Minimum Term

Wi-sky NBN 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 NBN 100/40 up to 100 / 40 Mbps download/upload
- Wi-sky NBN 50/20 up to 50 / 20 Mbps download/upload
- Wi-sky NBN 25/5 up to 25 / 5 Mbps download/upload
- Wi-sky NBN 12/1 up to 12 / 1 Mbps download/upload

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

### Your Data Allowance

All Wi-sky NBN 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 NBN Broadband Plan is \$70/month for the 12/1 Mbps Plan or a total minimum charge of \$1,780 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 NBN 100/40	100 / 40 Mbps	Unlimited	\$132/month	\$100	\$3,268
Wi-sky NBN 50/20	50 / 20 Mbps	Unlimited	\$110/month	\$100	\$2,740
Wi-sky NBN 25/5	25 / 5 Mbps	Unlimited	\$90/month	\$100	\$2,260
Wi-sky NBN 12/1	12 / 1 Mbps	Unlimited	\$70/month	\$100	\$1,780

<sup>^</sup> Includes minimum Standard Installation Charge of \$100 (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

Varying Installation charges apply based on length of time requested for service plan. Note all our installation options includes a Wi-sky Broadband Wi-fi router, configured and delivered to customers address.

Option	Amount payable is \$ upfront (at the time of installation) and \$ ongoing	Total Charge over 24 months
24-month option	\$100 payable upfront	\$100
12-month option	\$200 payable upfront	\$200
Month to month	\$300 payable upfront	\$300

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.

### 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	\$50

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 inclusive of GST unless stated otherwise.

## OTHER INFORMATION

### Other Information

Wi-sky NBN plans use Access Technologies provided by NBN such as Fibre, FTTN and fixed wireless to service 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

For further information on Broadband technologies please visit the Communications Alliance Broadband Education Package [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)