

## CRITICAL INFORMATION SUMMARY:

### **nbn™ – Wireless**

#### Information about the Service

Uniscope Communications offers high quality internet connections via the **nbn™** Wireless network. **nbn™** Wireless is available in populated regional areas where cable based services like Fibre to the Node or Fibre to the Premises are unavailable. For specific details on what kind of service is available in your area, you can look up your address at [www.nbn.com.au](http://www.nbn.com.au).

All Uniscope Communications' **nbn™** plans come with unlimited downloads/uploads and a static IP address. All prices quoted on the website include GST unless otherwise stated.

#### **Requirements and Availability**

Availability of an **nbn™** Wireless service to your premises is subject to ordering and qualification checks performed by Uniscope Communications when you place an order for the service, and you will be advised of the status of the order accordingly during the process. If **nbn™** Wireless is not available, we will offer you a suitable alternative product where possible.

Customers are required to supply their own router to use with their **nbn™** Wireless connection. Uniscope Communications does not supply routers, but our staff are contactable for up to date recommendations. Please note these recommendations do not constitute any guarantee(s) regarding the recommended equipment. Any router used for connecting to an **nbn™** Wireless service must have an Ethernet WAN port.

It is important to be aware of certain factors that can negatively influence the perceived performance and reliability of your **nbn™** Wireless service, such as:

- Congestion outside of the Uniscope network (e.g. an overloaded website, overloaded video streaming service, etc.).
- Performance limitations of the devices using the **nbn™** Wireless service (e.g. Mobile phone, tablet, PC, Router, etc.).
- Congestion on the **nbn™** network.
- Interference with the wireless signal.
- Loss of line of site from customer radio equipment to the Uniscope wireless tower.

#### **Minimum Term**

All Uniscope Communications' **nbn™** Wireless services have a minimum term of 12 months, except for the **NBN™** Wireless 1 plan which has no fixed contract length.

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## Information about Pricing

### Monthly Charges

Plan Name	Monthly Fee	Total Minimum Price (inc. standard setup)
NBN™ Wireless 1	\$69.95	\$139.90
NBN™ Wireless 2	\$79.95	\$979.40
NBN™ Wireless 3	\$94.95	\$1,159.40

### Installation and Setup Fees

Contract Term	Standard Install
0 Months (NBN™ Wireless 1 only)	\$69.95
12 Months	\$20

Standard Installation does not cover the “nbn™ New Development” fee, which is a one off \$300 payment (including GST) that nbn™ charge for new delivering a service to a new development for the first time. You will be advised before your order is accepted if your connection does not meet the criteria for a Standard Install.

### Cancellation Fees

The cancellation fee for all nbn™ Wireless services is the remaining value of the full contract term at the time of cancellation.

## Other Information

### Usage Information

Please contact us for usage information regarding your connection (refer to Customer service details).

### Customer service details

For all support/sales/accounts enquiries please ring 1300 000 864 or email [support@uniscope.com.au](mailto:support@uniscope.com.au). Support hours are from 6AM AWST – 5PM AWST, or during critical outages.

### Dispute Resolution

For all disputes relating to your service, refer to the following complaints process as documented on our website at [www.uniscope.com.au/information](http://www.uniscope.com.au/information). If you are unsatisfied with the outcome after following the complaint handling process, you can contact the Telecommunications Industry Ombudsman at 1800 062 058 or by visiting [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint), for independent mediation.