

Service & Pricing Summary (all pricing includes GST)

	CRISP Ultra Lite QOE	CRISP Lite QOE	CRISP Essential QOE	CRISP Premium QOE
Minimum monthly charge	\$59 inc. GST	\$79 inc. GST	\$99 inc. GST	\$139 inc. GST
Monthly data allowance	200GB	500GB	Unlimited	Unlimited
Speed Tier (up to)	20Mbps/20Mbps	25Mbps/25Mbps	40Mbps/25Mbps	100Mbps/25Mbps
Minimum charge on first invoice Month-to-Month Contract. One monthly charge plus setup fee.	\$909	\$929	\$949	\$989
Minimum charge on first Invoice 12-month Contract. One monthly charge plus setup fee	\$859	\$879	\$899	\$939
Minimum charge on first invoice 24-month contract. Once monthly charge plus setup fee	\$809	\$829	\$849	\$889
Minimum charge on first invoice 36-month contract. Once monthly charge plus setup fee	\$609	\$79	\$99	\$139
Total minimum cost 12-month contract. 12 monthly charges plus setup fee	\$1,508	\$1,748	\$1,988	\$2,468
Total minimum cost 24-month contract. 24 monthly charges plus setup fee	\$2,166	\$2,646	\$3,126	\$4,086
Total minimum cost 36-month contract. 36 monthly charges plus setup fee	\$2,674	\$2,844	\$3,564	\$5,004

Summary may not reflect any discounts, promotions, or extra value-added services that you select whilst you have this plan.

Service Description:

CRISP Wireless provides an internet service to your premises via Fixed wireless technology to deliver fast internet. Our install team will position a small receiver dish on your roof that talks to our network via one of many transmission towers around Regional WA. We will connect the antenna to your router via a data point or direct cable connection within your premises.

Availability:

CRISP Wireless is only available if your premises have line of sight to our towers. You can check availability by contacting our sales team on 1300 027 477 (1300 0CRISP).

Requirements:

To facilitate connectivity, you will require a router.

Our router prices start from \$200. Our team will program the router for you prior to installation, enabling you to achieve immediate internet connectivity once the installation is complete.

Minimum Term:

CRISP Wireless plans are supplied on either a month-to-month contract with a minimum term of one month; or on a 12-, 24- or 36-month fixed term contract (early termination fees apply).

Set up Fees (Standard Installation and including router):

Contract Term	Ultra Lite QOE Charge	Lite, Essential and Premium QOE Plans Charge
Month-to-month	\$850	\$850
12-month	\$800	\$800
24-month	\$750	\$750
36-month	\$550 (Standard Install)	Free (Standard Install)

Installation Charges:

On the day of installation, our team will provide you with an electronic quote advising which (if any) of the following charges will apply:

Installation Type	Charge
Extended Mast	POA
Additional cabling. Applicable to ground floor installations or large premises	\$110
Router setup fee. If you request us to set up a router you provide	\$55
Additional parameters. Conduit, raked ceiling, architectural issues	\$110/hr
Elevated Work Platform Hire. 4 hours minimum	\$450

Other Charges:

Item	Application	Charge
Direct Debit Rejection Fee	Direct Debit Rejection	\$15
Late Payment Fee	Any invoice not paid on or before the due date	\$15
Early Termination Fee	Applicable when service is terminated during contracted term	\$750 PLUS Early Termination Charges per below
Relocation/Moving Service	Applicable if service needs to be relocated/moved after installation	\$400 minimum (refer below)

**** All antennas remain the property of CRISP Wireless Pty Ltd.**

Early Termination Charges:

If you enter a fixed-term contract and cancel during the term, early termination fees (ETF) are applicable. As per our [Standard Terms and Conditions](#).

The following early termination charges apply – **ETF (\$750) plus:**

Contract Term	Months remaining in term	Charge
Month-to-month	N/A	\$0
12-month	07-12	\$600
	01-06	\$300
24-month	19-24	\$950
	13-18	\$700
	07-12	\$450
36-month	01-06	\$200
	31-36	\$970
	25-30	\$880
	19-24	\$600
	13-18	\$400
	07-12	\$160
	01-06	\$80

Regardless of your contract term, the hardware on your rooftop remains the property of CRISP Wireless and will be collected within four weeks of service cancellation. If we are not granted and facilitated access to the property during this time, an additional fee of \$250 will be charged.

Service Relocation:

If you choose to move to a new address and wish to relocate your service, a \$400 relocation fee will apply. This fee covers a standard installation only. Additional installation charges may apply, see the Installation Charges section for more information.

If you entered into a fixed-term contract and are moving to a non-serviceable location, or for any reason decide not to proceed with the relocation, early termination fees will apply.

Plan Changes:

Plan changes can be requested by contacting our team via raising a ticket in our [Customer Portal](#), or by telephone on 1300 027 477 during business hours, Monday to Friday. Plan changes can take effect immediately or be scheduled for a later date. Once your plan is changed, you will see a charge or credit to reflect this on the day that the plan changes occur.

Fair Use Policy:

You must comply with our [Fair Use Policy](#) and not use the service in a manner which is unreasonable, unfair, or unacceptable as defined in the Policy. We may act if you breach the Fair Use Policy, including suspending or cancelling your service.

Invoicing & Payment

Invoicing:

Initial invoices are issued on the commencement date of the service via email and are payable on the commencement date. Subsequent invoices will occur on the anniversary of the Commencement Date. Non-recurring charges are invoiced and payable on day of issue.

Receiving your invoices:

Your invoices will be sent to the email address nominated on your service application. To update these details contact our team via raising a ticket in our [Customer Portal](#), or by telephone on 1300 027 477 during business hours, Monday to Friday.

Paying your invoice:

Payment is monthly Direct Debit from card or bank account unless other payment arrangements have been agreed upon.

To update these details log into our [Customer Portal](#), and update the Finance Payment Credentials or by telephone on 1300 027 477 during business hours, Monday to Friday.

Discounts:

If you are receiving a discount for a product or service from us, you'll see this appear as a credit on your bill.

Payment Default:

All costs incurred in the recovery of outstanding debts are at the cost of the customer, as per clause 4.4 of our [Standard Terms and Conditions](#).

Data & Speed

Data Usage:

If your plan includes a monthly data allowance, we will notify you via email when you reach 50%, 85% and 100% of your data allowance. Keep in mind these notifications could be delayed up to 48 hours. Should you wish to unsubscribe from all usage notifications please contact us.

You can view your data usage and purchase top-up data in our [Customer Portal](#).

If your plan has an unlimited data allowance, this does not imply the amount of data you can download or upload is infinite. Please refer to our [Fair Use Policy](#) for further information.

You can view your data usage in our [Customer Portal](#).

Knowing how much data online activities can use may also help you with managing your expenditure. The below guide may be of assistance. Please note that these are approximate values, so your actual usage could be far greater.

Activity	Data used
Emails	500KB per email
Photos/Documents	850KB per image
Streaming Video	300MB – 7GB per hour
Streaming Audio	25-150MB per hour
Internet browsing	10-50MB per hour
Online gaming	100MB-1GB per hour

Shaping:

If you exceed your monthly data allowance, you won't be billed for any excess usage. However, speeds will be shaped to 1Mbps/1Mbps until the next billing cycle. Once shaped, some applications may be unavailable or severely disrupted.

If your plan has unlimited data and we find your usage to be excessive, (which will be determined at our sole discretion) we may reduce your speed temporarily or permanently. Please refer to our [Fair Use Policy](#) for further information.

Customer Service

Customer service:

Contact our team by submitting a ticket via our [Customer Portal](#). Or you can speak to a CRISP Wireless representative by telephone Monday to Friday during business hours on 1300 027 477 or email support@crispwireless.com.au

Dispute resolution:

If we are unable to resolve an issue to your satisfaction and you would like to raise a dispute or complaint, please follow our [Complaints Handling Policy](#).

Further Options:

If you are dissatisfied with the outcome after following our [Complaints Handling Policy](#), you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

As the TIO is an office of last resort, they cannot accept your complaint unless you have first given us the opportunity to consider it. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO [website](#).

Handy Information

Devices connected via Wi-Fi may experience slower speeds than those connected by Ethernet cable. Also, the number of users simultaneously accessing your service either via direct cable to your router or by Wi-Fi may impact on the performance of your service.

Your Fixed Wireless service **WILL NOT** work during a power outage unless you have a backup power supply.