

| | CRISP QOE \$139 |
|--|------------------------|
| Minimum monthly charge | \$139 inc. GST |
| Monthly data allowance | Unlimited |
| Speed Tier | 100/20 |
| Minimum charge on first invoice Month-to-Month Contract. One monthly charge plus setup fee. | \$738 |
| Minimum charge on first Invoice 12-month Contract One monthly charge plus setup fee | \$686 |
| Minimum charge on first invoice 24-month contract One monthly charge plus setup fee | \$639 |
| Minimum charge on first invoice 36-month contract One monthly charge plus setup fee | \$139 |
| Total minimum cost 12-month contract 12 monthly charges plus setup fee | \$2,215 |
| Total minimum cost 24-month contract 24 monthly charges plus setup fee | \$3,836 |
| Total minimum cost 36-month contract 36 monthly charges plus setup fee | \$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 OCRISP).

Requirements

To facilitate connectivity, you will require a router, however, we do not provide technical support for a BYO router.

Our router prices start from \$150. 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).

Setup fees (Standard Install)

| Contract Term | Charge |
|----------------|--------------|
| Month-to-month | \$599 |
| 12-month | \$547 |
| 24-month | \$500 |
| 36-month | Free Install |

Installation charges

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

| Installation type | Charge |
|--|----------|
| Extended Mast | POA |
| Brace bar | \$50 |
| Additional cabling Applicable to ground floor installations or large premises | \$100 |
| Router setup fee If you request us to set up a router you provide | \$20 |
| Additional parameters Conduit, raked ceiling, architectural issues | \$110/hr |
| Elevated Work Platform Hire 4 hours | \$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 (ETF) | Applicable when service is terminated during contracted term | \$750 |
| Relocation / Moving Service | Applicable if service needs to be relocated/moved after installation | \$350 (approx.) |

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

Early termination charges

If you enter a fixed-term contract and cancel or choose to move to new premises during the term, early termination fees (ETF) are applicable.

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

| Contract Term | Months remaining in term | Charge |
|----------------|--------------------------|--------|
| Month-to-month | N/A | \$0 |
| 12-month | 7-12 | \$600 |
| | 1-6 | \$300 |
| 24-month | 19-24 | \$950 |
| | 13-18 | \$700 |
| | 7-12 | \$450 |
| | 1-6 | \$200 |
| 36-month | 31-36 | \$970 |
| | 25-30 | \$880 |
| | 19-24 | \$600 |
| | 13-18 | \$400 |
| | 7-12 | \$160 |
| | 1-6 | \$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 \$150 will be charged.

Plan changes

Plan changes can be requested by contacting our team via raising a ticket in our [Customer Portal](#), by telephone on 1300 027 477 or send a Text message to 0428 175 968 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 – Pre 25/07/2023

Invoices are issued on the 25th day of each month via email and are payable on the 1st of each month. The figures in the Pricing Summary are for a full invoicing cycle (being the calendar month) however your first invoice may include prorated charges if your service is provisioned part way through the month. Non-recurring charges are invoiced and payable on day of issue.

Invoicing – Post 25/07/2023

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 Terms & Conditions. You can also review the Terms & Conditions on our [Website](#).

Data & Speed

Data usage

Your CRISP Wireless QOE \$139 plan has an unlimited data allowance, however, 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 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 we find your use 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

Contact our team by submitting a ticket via our [Customer Portal](#), email support@crispwireless.com.au, send a Text Message to 0428 175 968 or you can speak to a CRISP Wireless representative by telephone Monday to Friday during business hours on 1300 027 477.

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 Process](#).

Further Options

If you are dissatisfied with the outcome after following our [Complaints Handling Process](#), 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.