

	<b>CRISP Premium</b>
Minimum monthly charge	\$169 inc. GST
Monthly data allowance	1000GB
Speed Tier	25/25
Minimum charge on first invoice Month-to-Month Contract. One monthly charge plus setup fee.	\$768
Minimum charge on first Invoice 12-month Contract One monthly charge plus setup fee	\$716
Minimum charge on first invoice 24-month contract Once monthly charge plus setup fee	\$669
Minimum charge on first invoice 36-month contract Once monthly charge plus setup fee	\$169
Total minimum cost 12-month contract 12 monthly charges plus setup fee	\$2,575
Total minimum cost 24-month contract 24 monthly charges plus setup fee	\$4,556
Total minimum cost 36-month contract 36 monthly charges plus setup fee	\$6,084

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 a 12-, 24-, or 26-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 an electronic 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

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### 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](#), 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 – Pre 25/07/2023

Invoices are issued on the 25th day of each month via email and are payable on the 1<sup>st</sup> 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

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](#).

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 invoiced for any excess usage. However, speeds will be shaped to 1Mbps/1Mbps until the next invoicing cycle. Once shaped, some applications may be unavailable or severely disrupted.

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### 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](mailto: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 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.