

Service & Pricing Summary (all pricing includes GST)

| Plan | CRISP Enterprise QOE | CRISP Enterprise Premium QOE | CRISP Enterprise Ultimate QOE |
|--|---|--|--|
| Minimum monthly charge | \$328.90 | \$658.90 | \$878.90 |
| Speed Tier (up to) *refer next page | 100/100 | 200/200 | 300/300 |
| Monthly data allowance | Unlimited | | |
| Minimum charge on first invoice 36-month contract Once monthly charge | \$328.90 | \$658.90 | \$878.90 |
| Total minimum cost 36-month contract 36 monthly charges | \$11,840.40 | \$23,720.40 | \$31,640.40 |
| What's included | Max 10:1 Contention Ratio 1 Free Fixed IP Free additional Residential Connection (Excluding Installation) | Max 5:1 Contention Ratio 1 Free Fixed IP Free additional Residential Connection (Excluding Installation) | Max 1:1 Contention Ratio 1 Free Fixed IP Free additional Residential Connection (Excluding Installation) |

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 W.A. 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 in Narrogin on 08 6809 2100 or checking our website www.crispwireless.com.au.

Requirements:

To facilitate connectivity, you will require a router. Our router prices start at \$235. 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 Enterprise minimum plan is on a 36-month fixed-term contract (early termination fees apply).

Setup fees (Standard Install including 1 router)

| Contract Term | Charge |
|-----------------------------------|-----------------------|
| 36-month | Free Standard Install |
| Additional Residential Connection | \$850 |
| Shorter Contract Term | POA |

Installation charge

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 installs or larger premises) | \$110 |
| Router setup fee (customer provided router) | \$55 |
| Additional parameters eg: conduit, raked ceiling, architectural issues | \$110/hour |
| 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 (ETF) | Applicable when service is terminated during contracted term | Refer 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. A Customer can terminate a CRISP Wireless Enterprise Plan contract during the contract term by giving 30 days' notice in writing. The Customer will be liable for an early termination fee (ETF) equivalent to the total term contract fee prorated to the remaining period of that contracted term plus the cost of any add-ons including telephony to the standard offering if they are amortised over the period of the contract.

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 standard installation only. Additional installation charges may apply, see the Installation Charges section for more information. If you entered 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 08 6809 2100 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 the 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 08 6809 2100 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 calling us on 08 6809 2100 during business hours, Monday to Friday.

Discounts:

If you are receiving a discount for a product or service from us, this will 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 Enterprise 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 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 |

Customer service

Customer service:

Our friendly customer service team can be contacted by:

- Phone: 08 6809 2100 (M-F 9am to 5pm)
- Text: 0428 175 968 (text only, unable to receive phone calls)
- Email: support@crispwireless.com.au
- Ticket: submit a ticket via our [Customer Portal](#).

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 less 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.

***Maximum speed potential is subject to our network equipment and your location within our network.**