



### Service & Pricing Summary (all pricing includes GST)

CRISP NBN PLAN	Data Allowance	Max Speed Tier	Typical Business Hour Speeds (between 9am and 5pm)	Minimum Monthly Charge Inc GST	Minimum Term	Early Termination Fees	Fixed IP Address
CRISP NBN Core	Unlimited	100Mbps/40Mbps	95Mbps/34Mbps	\$119.00	1 month	N/A	1 Free
CRISP NBN Professional - FTTP & HFC	Unlimited	250Mbps/100Mbps	250Mbps/85Mbps	\$129.00	1 month	N/A	1 Free
CRISP NBN Momentum - FTTP & HFC	Unlimited	750Mbps/50Mbps	750Mbps/40Mbps	\$129.00	1 month	N/A	1 Free
CRISP NBN Executive - FTTP & HFC	Unlimited	500Mbps/200Mbps	500Mbps/170Mbps	\$145.00	1 month	N/A	1 Free
CRISP NBN Elevate - FTTP & HFC	Unlimited	1000Mbps/100Mbps	860Mbps/85Mbps	\$145.00	1 month	N/A	1 Free
CRISP NBN Lift - FTTP & HFC	Unlimited	1000Mbps/400Mbps	860Mbps/340Mbps	\$159.00	1 month	N/A	1 Free
CRISP NBN Apex - HFC only	Unlimited	2000Mbps/100Mbps	1700Mbps/85Mbps	\$189.00	1 month	N/A	1 Free
CRISP NBN Vortex - FTTP only	Unlimited	2000Mbps/200Mbps	1700Mbps/170Mbps	\$189.00	1 month	N/A	1 Free
CRISP NBN Titan - FTTP only	Unlimited	2000Mbps/500Mbps	1700Mbps/425Mbps	\$230.00	1 month	N/A	1 Free

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

*The speed tier figures in our advertising represent the maximum possible speeds available during typical business hours (9am to 5pm).*

*Please visit the ACCC website for further information on plan names (Standard, Standard Plus, and Premium) and what they mean at: <https://www.accc.gov.au/consumers/telecommunications-and-internet/broadband-speeds>*

*Some services are only available anywhere that nbn® has rolled out Fibre to the Premise (FTTP) and Hybrid Fibre Coaxial (HFC) NBN infrastructure.*

*NBNco have implemented a \$300 'nbn New Development Fee' to be charged on the first connection to a premises in an NBNco designated 'New Development Area'*

#### Service Description:

CRISP provides an internet product accessed via the nbn® network. These services provide the typical business hour speeds listed for each plan in the above table. Typical Business Hour speeds are based on the download and upload speed test results of customers between 9am and 5pm and are subject to change. Maximum broadband speeds may be limited by your choice of router, its position within your premises, the number of users simultaneously accessing the network and other external factors such as cabling and home construction materials. Wi-Fi connected devices may have slower speeds than Ethernet connected devices. We will inform FTTP, FTTP & HFC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties.

#### Availability:

These services are available where nbn® has been rolled out. You can check availability on our [website](#) or contacting our sales team on 08 6809 2100.

#### Requirements:

To facilitate connectivity, you will require a compatible router. If you would like to purchase one from us, simply add it to your application and our team will configure it for you, allowing you to seamlessly connect to our service once plugged in. Router price starts from \$235 and postage from \$20. Alternatively, you are welcome to bring your compatible router. Please note that if you choose to bring your own router, we cannot provide technical support for it.

#### Minimum Term:

CRISP NBN plans are supplied on a month-to-month contract with a minimum term of one month and paid in advance with no activation fees.

#### Cancellation and Early Termination Charges:

Please contact us via phone, email or creating a ticket via our [Customer Portal](#) to cancel your service. You can request cancellation of your service at any time, however, you will need to provide 30 days' notice and pay all charges incurred up until the end of the billing cycle in which cancellation is effective, as well as any outstanding fees or charges.

#### Support:

CRISP provides a 7 day a week support service. Various special support lines may have limited hours including over the Christmas and New Year period. Our NBN Business Plans come with a higher support level and commitment to our customers. Refer to our [Terms and Conditions](#) located on our [website](#) for further information. You can contact our support team by sending a text message to our TEXT ONLY support number 0428 175 968, submitting a ticket via our [Customer Portal](#), speak to a CRISP representative by telephone Monday to Friday during business hours on 08 6809 2100 or email [support@crispwireless.com.au](mailto:support@crispwireless.com.au).



### **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 monthly. 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 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 telephone on 08 6809 2100 during business hours, Monday to Friday. Any invoice not paid on or before the due date may have a \$15 Late Payment fee added to your account. Any payment rejected through the direct debit processing system may have a \$15 Direct Debit Rejection fee added to your account. Please note that the CRISP NBN service is paid monthly in advance and may be suspended or cancelled until all overdue amounts have been paid.

### **Discounts:**

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

### **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.

### **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 will take effect at the beginning of the next billing cycle.

### **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.

### **Data:**

If your plan has an unlimited data allowance, this does not imply the amount of data you can download, or upload is infinite. You can view your data usage in our [Customer Portal](#). 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:**

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 08 6809 2100 or email [support@crispwireless.com.au](mailto:support@crispwireless.com.au). We also provide a TEXT ONLY support number 0428 175 968 if you prefer to contact us via a text message.

### **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 [Complaint Handling Policy](#).

### **Further Options:**

If you are dissatisfied with the outcome after following our Complaint 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](#).