

## Service & Pricing

### Pricing summary

	CRISP Home Ultra Lite	CRISP Home Lite
Minimum monthly charge	\$59	\$79
Monthly data allowance On Peak (8am to 12am+) Off Peak (12am to *am)	150GB	300GB
Speed Tier	20/20	
Minimum charge on first invoice Month-to-Month Contract One monthly charge plus setup fee	\$658	\$678
Minimum charge on first Invoice 12-month Contract One monthly charge plus setup fee	\$606	\$626
Minimum charge on first invoice 24-month contract Once monthly charge plus setup fee	\$559	\$579
Minimum charge on first invoice 36-month contract Once monthly charge plus setup fee	\$356	\$79
Total minimum cost 12-month contract 12 monthly charges plus setup fee	\$1,255	\$1,495
Total minimum cost 24-month contract 24 monthly charges plus setup fee	\$1,916	\$2,396
Total minimum cost 36-month contract 36 monthly charges plus setup fee	\$2,421	\$2,844

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 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 Business plan a 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	\$297

### 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

### Other charges

Item	Application	Charge
Static IP address	Optional extra, for the provision of a static IP address.	\$10 per month
Transaction Fee	Direct Debit Rejection	\$15
Early Termination Fee (ETF)	Applicable when service is terminated during contracted term	\$750

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

### Early termination charges

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

Regardless of your contract term, the hardware on your rooftop remains the property of CRISP Wireless and must be collected within two 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.

The following early termination charges apply – ETF plus:

Contract Term	Months remaining in term	Charge
Month-to-month	N/A	\$0
	7-12	\$600
12-month	1-6	\$300
	19-24	\$950
	13-18	\$700
24-month	7-12	\$450
	1-6	\$200
	31-36	\$970
	25-30	\$880
36-month	19-24	\$600
	13-18	\$400
	7-12	\$160
	1-6	\$80

## 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 your next bill.

## 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.

## Billing & Payment

### Billing

Bills 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 billing cycle (being the calendar month) however your first bill may include prorated charges if your service is provisioned part way through the month. Any extra charges that were added during the previous billing period will appear on your next bill.

### Receiving your bills

Your bills will be sent to the email address nominated on your service application. To update these details 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.

### Paying your bill

Payment is Direct Debit from card or bank account. To update these details by contacting our team via raising a ticket in our [Customer Portal](#), or by telephone us 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 also view your monthly and daily usage, as well as current usage breakdown 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.

## Customer service

Contact our team by submitting a ticket via our [Customer Portal](#). 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 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](#).