

Service & Pricing Summary (all pricing includes GST)

CRISP NBN PLAN	Data Allowance	Speed Tier	Typical Evening Speeds (between 7pm and 11pm)	Minimum Monthly Charge Inc GST	Minimum Term	Early Termination Fees
CRISP NBN Pulse	Unlimited	25Mbps/10Mbps	22Mbps/8.5Mbps	\$75	1 month	N/A
CRISP NBN Wave	Unlimited	50Mbps/20Mbps	48Mbps/17Mbps	\$85	1 month	N/A
CRISP NBN Dash – FTTP & HFC only	Unlimited	500Mbps/50Mbps	500Mbps/40Mbps	\$95	1 month	N/A
CRISP NBN Swift	Unlimited	100Mbps/40Mbps	95Mbps/34Mbps	\$105	1 month	N/A
CRISP NBN Rapid – FTTP & HFC only	Unlimited	750Mbps/50Mbps	* unavailable	\$119	1 month	N/A
CRISP NBN Turbo – FTTP & HFC only	Unlimited	1000Mbps/100Mbps	860Mbps/85Mbps	\$129	1 month	N/A

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

* This is a new NBN service and we do not yet have sufficient performance data to calculate the Typical Evening Speeds. Once sufficient data is available, we will update this information.

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 evening speeds listed for each plan in the above table.

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 router. If you would like to purchase one from us, simply add it to your application and our team will program it for you, allowing you to connect to our service once plugged in. Postage starts from \$15. Alternatively, you are welcome to bring your own. 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.

Cancellation and Early Termination Charges:

You can request cancellation of your service at any time, however, you will need to pay all charges incurred up until the end of the billing cycle in which cancellation was requested, as well as any outstanding fees or charges.

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 & Speed:

If your plan has an unlimited data allowance, 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](#).

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.

Maximum broadband speeds may be limited by your choice of router, its position within your premises, and other external factors such as cabling and home construction materials.

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.

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.