

Critical Information Summary: MC1

Here is a quick summary of all the important bits about your MC1.

Information about the service	
Minimum Term	No Contract
What's Included	A SIM card with the number of your choice/no charge No Handset Provided
What's Excluded	<ul style="list-style-type: none"> Local calls to standard fixed lines within Australia 30 cents per minute (cost of 2 minute standard call will be 60c) National calls to standard fixed lines within Australia 30 cents per minute (cost of 2 minute standard call will be 60c) Calls to Mobile within Australia 30 cents per minute (cost of 2 minute standard call will be 60c) Text 22 cents per text to standard Australian numbers MMS 77 cents per message to standard Australian numbers Mobile use to Data within Australia is 20 cents per MB 1300 numbers are charged at 33 cents per call International call charges can be found on wirenetworks.com.au/pdfs/InternationalRates_16.pdf or you can call our customer service on 1300 662 621 to know more Value added charges e.g. fax duets, message bank, calling number display wirenetworks.com.au/pdfs/value_added_service.pdf 1900 numbers charges as per carrier 1234 numbers charged at \$1.20 per call If you wish to activate roaming then please call us to do so

Information about pricing	
Minimum Monthly Charge	No Minimum Monthly Charge Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month.
Early Termination	No Termination Fee
Data Usage	<ul style="list-style-type: none"> In order to activate/ deactivate services on your mobile sim please call our Customer care on 1300662621. To check data used please login your account https://my.billing.com.au/wire/Login.aspx Data, text message and minute usage while roaming may take up to 30 days to show on

	<p>your account and may impact what is displayed as available.</p> <ul style="list-style-type: none">• Wirenetworks only activated roaming if requested by you the customer, but we always advise you on using viber, Whatsapp or Skype in wifi areas to avoid roaming charges overseas and to switch of your data.
Other Fees	<p>The following fees are charged in addition to your Minimum Monthly Charge where applicable</p> <ul style="list-style-type: none">• Paper bill \$2.50 inc GST• A payment surcharge applies to all credit card payments. Mastercard and Visa is 2.5%• Late payment \$19 inc GST
Other Information	
Billing	<p>You can check your bills online at https://my.billing.com.au/wire/Login.aspx</p>
We are here to help	<p>If you have any questions, just call us on 1300 662 621 so we can serve you better. Or you can visit us at www.wirenetworks.com.au for additional information</p>
Complaints	<p>If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.wirenetworks.com.au or you can also call on 1300 662 621 You can also contact the Telecommunications Industry Ombudsman at http://www.tio.com.au/</p>
Terms and Condition	<p>Wire Networks doesn't offer pensioner's discount or centre link concessions. Rest of the terms and conditions are mentioned on the website</p>