

## Critical Information Summary:

### Wire \$39.95 24 Month contract

Here is a quick summary of all the important information about your Wire \$39.95. It covers things like the length of the contract and how much you need pay each month. This plan is on a 24 month minimum contract This is a fixed line only and not a bundled plan

Information about the service	
Minimum Term	<ul style="list-style-type: none"> <li>24 Months minimum term \$39.95 per month The minimum amount that you'll pay over the period of your plan term is \$958.80</li> </ul>
What's Included	<ul style="list-style-type: none"> <li>Line Rental \$39.95 per month</li> <li>local calls to standard fixed lines included</li> <li>No Handset Provided</li> </ul>
What's Excluded	<ul style="list-style-type: none"> <li>National calls to standard fixed lines will be charged on top of the plan fee at 17c per minute charged in per second increments +17c flag fall</li> <li>Calls to standard mobiles within Australia will be charged on top of the plan fee at 33c per minute charged in per second increments +17c flag fall</li> <li>International call charges can be found on <a href="http://wirednetworks.com.au/pdfs/InternationalRates_16.pdf">wirednetworks.com.au/pdfs/InternationalRates_16.pdf</a> or you can call our customer service on 1300 662 621 to know more</li> <li>Value added service e.g. fax duets, message bank, calling number display <a href="http://wirednetworks.com.au/pdfs/value_added_service.pdf">wirednetworks.com.au/pdfs/value_added_service.pdf</a></li> <li>1300 numbers 44 cents per call, 1900 numbers charges as per carrier.1234 numbers charged at \$1.20 per call</li> </ul>

Information about pricing	
Minimum Monthly Charge	<ul style="list-style-type: none"> <li>Minimum monthly charge is \$39.95 the minimum amount that you'll pay over the period of your plan term is \$958.80.</li> <li>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.</li> <li>If you choose to cancel your plan or it is disconnected within the 24 month term you must pay an early termination fee (ETF)</li> </ul>

<b>Early Termination</b>	If you choose to cancel your plan or it is disconnected within the 24 month term you must pay an early termination fee (ETF) which is the minimum monthly access fee, multiplied by remaining months left on the contract plus any outstanding bills
<b>Other Fees</b>	<ul style="list-style-type: none"><li>• Paper bill \$2.50 inc GST</li><li>• A payment surcharge applies to all credit card payments. MasterCard and Visa is 2.5%</li><li>• Post Office payment is \$2.50</li><li>• Late payment \$19 inc GST</li><li>• Emailed bills are NIL charged</li></ul>

Other Information	
<b>Billing</b>	You can check your bills online at <a href="https://my.billing.com.au/wire/Login.aspx">https://my.billing.com.au/wire/Login.aspx</a>
<b>We are here to help</b>	If you have any questions, just call us on <a href="tel:1300662621">1300 662 621</a> so we can serve you better. Or you can visit us at <a href="http://www.wirenetworks.com.au">www.wirenetworks.com.au</a> for additional information
<b>Complaints</b>	If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <a href="http://www.wirenetworks.com.au">www.wirenetworks.com.au</a> or you can also call on <a href="tel:1300662621">1300 662 621</a>  You can also contact the Telecommunications Industry Ombudsman at <a href="http://www.tio.com.au/">http://www.tio.com.au/</a>
<b>Terms and Conditions</b>	Wire Networks doesn't offer pensioner's discount or centre link concessions. Rest of the terms and conditions are mentioned on the website.