

Critical Information Summary:

Wire FL1 \$36.50

Here is a quick summary of all the important information about your Wire FL1 It covers things like the length of the contract and how much you need pay each month. This plan is on a 12 month minimum contract.

Information about the service	
Minimum Term	12 Months minimum term \$36.50 per month The minimum amount that you'll pay over the period of your plan term is \$438.00
What's Included	This is for a fixed line service including land line rental Line Rental \$36.50 per month No Handset Provided
What's Excluded	<ul style="list-style-type: none"> Local calls to standard fixed lines are 17 cents per call. National calls to standard fixed lines are 11 cents per minute. Calls to standard mobiles within Australia are 33c per minute no flag fall 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 1300 numbers 44 cents per call, 1900 numbers charges as per carrier. 1234 numbers charged at \$1.20 per call

Information about pricing	
Minimum Monthly Charge	Minimum monthly charge is \$36.50 . The total minimum amount that you'll pay over the period of your plan term is \$438.00 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	If you choose to cancel your plan or it is disconnected within the 12 month term you must pay an early termination fee (ETF). This is calculated as your minimum monthly access fee multiplied by the months remaining in your contract plus any outstanding bill

Other Fees	<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%• Post Office payment is \$2.50• Late payment \$19 inc GST• Emailed bills are NIL charged
Other Information	
Billing	You can check your bills online at https://my.billing.com.au/wire/Login.aspx
We are here to help	If you have any questions, just call us on 1300 662 21 so we can serve you better. Or you can visit us at www.wirenetworks.com.au for additional information
Complaints	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 21 You can also contact the Telecommunications Industry Ombudsman at http://www.tio.com.au/
Terms and Conditions	Wire Networks doesn't offer pensioner's discount or centre link concessions Rest of the terms and conditions are mentioned on the website.