

## Critical Information Summary:

### Wire HSP \$49.95

Here is a quick summary of all the important information about your Wire HP. 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	
<b>Minimum Term</b>	12 Months minimum term \$49.95 per month The minimum amount that you'll pay over the period of your plan term is \$599.40
<b>What's Included</b>	<ul style="list-style-type: none"> <li>• This is for a Fixed line service including land line rental</li> <li>• Line Rental \$49.95 per month</li> <li>• All Local calls to standard fixed lines</li> <li>• No Handset Provided</li> </ul>
<b>What's Excluded</b>	<ul style="list-style-type: none"> <li>• National calls to standard fixed lines are 85 cents per call</li> <li>• Calls to standard mobiles within Australia are 31c per minute 27 cent flag fall</li> <li>• International call charges can be found on <a href="http://wirednetworks.com.au/pdfs/InternationalRates_16.pdf">http://wirednetworks.com.au/pdfs/InternationalRates_16.pdf</a> or you can call customer service on 1300 662 621 to know more</li> <li>• Value added charges e.g. fax duets, message bank, calling number display <a href="http://wirednetworks.com.au/pdfs/value_added_service.pdf">http://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	
<b>Minimum Monthly Charge</b>	<ul style="list-style-type: none"> <li>• Minimum monthly charge is \$49.95. The minimum amount that you'll pay over the period of your plan term is \$599.40</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 12 month term you must pay an early termination fee (ETF).</li> <li>• This is calculated as your minimum monthly access fee multiplied by the months remaining in your contract plus any outstanding bill</li> </ul>

<p><b>Early Termination</b></p>	<p>If you choose to cancel your plan or it is disconnected within the <b>12 month</b> 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</p>
<p><b>Other Fees</b></p>	<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>
<p><b>Other Information</b></p>	
<p><b>Billing</b></p>	<p>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></p>
<p><b>We are here to help</b></p>	<p>If you have any questions, just call us on <b>1300 662 21</b> 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</p>
<p><b>Complaints</b></p>	<p>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 <b>1300 662 21</b></p> <p>You can also contact the Telecommunications Industry Ombudsman at <a href="http://www.tio.com.au/">http://www.tio.com.au/</a></p>
<p><b>Terms and Conditions</b></p>	<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>