

Critical Information Summary:

Wire NBN Voice Special

Here is a quick summary of all the important information about your Wire NBN Voice Special. It covers the length of the contract and how much you need pay each month. This plan is on a 24 month minimum contract. **The minimum amount that you'll pay over the period of your plan term is \$360**

Information about the service,	
Minimum Term	24 Month Contract \$15.00 per month. The minimum amount that you'll pay over the period of your plan term is \$360.00
What's Included	Landline Local calls to fixed lines within Australia National calls to fixed lines within Australia
What's Excluded	<ul style="list-style-type: none"> 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 .33 cents per minute for mobiles calls to fixed lines within Australia 1300 numbers .50 cents per call Any equipment/customer must have all their own hardware
Requirements & Availability	<ul style="list-style-type: none"> This plan is subject to the NBN being available in your area please check your address at http://www.nbnco.com.au/connect-home-or-business/check-your-address.html Customer needs to have NBN to get this plan.

Information about pricing	
Minimum Monthly Charge	Minimum monthly charge is \$15.00 The total minimum amount that you'll pay over the period of your plan term is \$360 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 24 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	The following fees are charged in addition to your Minimum Monthly Charge where applicable <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	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 If you are unable to resolve your complaint to your satisfaction 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.