

## FAQ's

### **1. Why should I switch from my present phone provider?**

Wire Networks offers hassle free phone, internet and mobile services providing competitive pricing for domestic and international calls. Basically rather than getting billed from a previous carrier, Wire Networks can bill you for your services monthly. Wire Networks monthly statement provides accurate billing.

### **2. Are there any extra costs to switch over from my current provider to wire networks**

There are NO connection fees and NO hidden charges, just a local call charges to access our network. Once your services are churned, Wire Networks will bill you for your services. **Pro Rata occurs on all Telco bills**

### **3. How can I sign up?**

Call, email or sign up on the website

### **4. How long does it take to activate my Wire Networks long distance service?**

Activation and churn will usually take effect within 2 working days.

### **5. How many numbers may I register for Wire Networks Dial-up Service?**

You may register up to as many numbers as you like. The numbers must be landlines in our service area Australia Wide.

### **6. What can I do if I experience any problems connecting my calls?**

Contact Customer service and report the problem immediately. To help us determine the problem, please provide us with the number you are dialling from, the destination number you are trying to reach, and the time in which you attempted this call. Our technicians are working around the clock to investigate and troubleshoot any problems.

### **7. What are the hours of operation of Customer Service?**

Our Customer Service Representatives are working during:  
Mon-Sat 9am - 6pm EST, Sun 11.30 am – 2.30 pm EST

### **8. How can I pay for my bill?**

There are many options that you may pay your bill. B Pay, Credit Card, Direct Debit & Cheque.