

Critical Information Summary:

Wire Mobile \$36.95

Here is a quick summary of all the important information about your Wire Mobile \$36.95. It covers important information like the length of the contract and how much you need pay each month. This plan is on a 24 month minimum contract.

Information about the service	
Minimum Term	24 Months
What's Included	Access fee \$36.95 per month All calls to local, national and mobile calls for standard fixed lines and mobiles within Australia All Calls to 1300 numbers within Australia 2 GB data usage on your SIM card No Handset Provided All SMS/MMS to standard mobile within Australia
What's Excluded	All Calls will be charged as per rates below: <ul style="list-style-type: none"> International call charges can be found on wirednetworks.com.au/pdfs/InternationalRates_16.pdf or you can call our customer service on 1300 662 621 to knowmore 1900 numbers charged as per carrier. 1234 numbers charged at \$1.20per call. After 2 GB consumed the charges will be 2.5cents/MB International Roaming not active on the SIM Card unless requested. wirednetworks.com.au/pdfs/value_added_service.pdf

Information about pricing	
Minimum Monthly Charge	Minimum monthly charge is \$36.95 The total minimum amount that you'll pay over the period of your plan term is \$886.80 . 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) which is the minimum monthly access fee, multiplied by remaining months left on the contract plus any outstanding bills
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 creditcard 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 662 621 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 662 621 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.