

### Critical Information Summary:

#### Wire Sip HS \$20.85

Here is a quick summary of all the important information about your Wire SIP HS \$20.85 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 \$500.40**

Information about the service,	
<b>Minimum Term</b>	24 Month Contract \$20.85 per month. <b>The minimum amount that you'll pay over the period of your plan term is \$500.40</b>
<b>What's Included</b>	Landline Local calls to fixed lines within Australia
<b>What's Excluded</b>	<ul style="list-style-type: none"> <li>International call charges can be found on <a href="http://wirednetworks.com.au/pdfs/InternationalRates_16.pdf">wirednetworks.com.au/pdfs/InternationalRates_16.pdf</a> or you can call our 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/InternationalRates_16.pdf">http://wirednetworks.com.au/pdfs/InternationalRates_16.pdf</a></li> <li>.95 cents per call for National calls to fixed lines within Australia</li> <li>.33 cents per minute for mobiles calls to fixed lines within Australia</li> <li>1300 numbers .44 cents per call</li> <li>Any equipment/customer must have all their own hardware</li> </ul>
<b>Requirements &amp; Availability</b>	<ul style="list-style-type: none"> <li>This plan is subject to the NBN being available in your area please check your address at <a href="http://www.nbnco.com.au/connect-home-or-business/check-your-address.html">http://www.nbnco.com.au/connect-home-or-business/check-your-address.html</a> Customer needs to have NBN to get this plan.</li> </ul>

Information about pricing	
<b>Minimum Monthly Charge</b>	Minimum monthly charge is <b>\$20.85</b> The total minimum amount that you'll pay over the period of your plan term is <b>\$500.40</b>  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.
<b>Early Termination</b>	If you choose to cancel your plan or it is disconnected within the <b>24 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
<b>Other Fees</b>	The following fees are charged in addition to your Minimum Monthly Charge where applicable <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>Late payment \$19 inc GST</li> </ul>
Other Information	

<b>Billing</b>	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>
<b>We are here to help</b>	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
<b>Complaints</b>	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> If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman at <a href="http://www.tio.com.au/">http://www.tio.com.au/</a>
<b>Terms and Conditions</b>	Wire Networks doesn't offer pensioner's discount or centre link concessions. Rest of the terms and conditions are mentioned on the website.