



Critical Information Summary

Fixed Wireless

Information about the Service

Wires Broadband offers fixed wireless broadband services to customers within its coverage areas, the service is delivered using a variety of Point to Point and Point to Multi-Point wireless technologies including WiFi, LTE and WiMax.

Required Services & Availability

To connect to this service a customer requires Line of Sight to an established access point and achieve a minim signal strength standard set by our technical staff.

Once line of sight is established an antenna is placed on the roof of the building and an Ethernet cable installed between the antenna and broadband socket inside the building.

This service is stand alone and does not require any additional phone services to support it.

Minimum Term

The minimum connection term is 12 concurrent months from the date of the service is active and ready to use, should the customer disconnect within this period a disconnection fee will be applicable.

Included Features

Fixed Wireless Business services include a professional onsite installation, Wireless Broadband Antenna (on loan while the service is supplied and active), a Broadband connection point, and a Static Public IP.

Information about Pricing

Plan Code	Speed (Down / Up)	Allowance (Gigabytes)	Price Per (Month)	Term (Months)	Install (Min/Max)	Disconnection Fee	Minimum Monthly Cost	Total Cost over Contract Term	Unit Price (1 GB)
WBDSL-1010	10Mbps/10Mbps	2000GB	\$349	12	\$499	\$349 x Months left under contract	\$349	\$4687.00	\$0.70
WBDSL-2010	20Mbps/10Mbps	2000GB	\$399	12	\$499	\$399 x Months Left under contract	\$399	\$5298.40	\$0.80
WBDSL-2020	20Mbps/20Mbps	2000GB	\$449	12	\$499	\$449 x Months Left under contract	\$449	\$5898.40	\$0.90
WBDSL-3020	30Mbps/20Mbps	2000GB	\$499	12	\$499	\$499 x Months Left under contract	\$499	\$6498.40	\$1.00
WBDSL-3030	30Mbps/30Mbps	2000GB	\$549	12	\$499	\$549 x Months Left under contract	\$549	\$7098.40	\$1.10

Excess Usage

There are no excess usage charges on this service; once the monthly allowance has been reached the service will be slowed or shaped, the shaping speed is specified in the plan information table. Additional Data packs can be purchased if, and when, the monthly data allowance limit has been reached.

Additional Data

Additional Data packs can be purchased if, and when, the monthly data allowance limit has been reached.

Data Pack	Additional Data	Cost
MA250	250GB	\$60
MA400	400GB	\$90
MA550	550GB	\$120

Cancellation Fees

The customer must specifically request the cancellation of each service and receive an acknowledgement of this request, at which time a disconnection fee will apply if the service has been active for less than the time specified in the service term. Cancellation fee will be calculated by the customer's Data Plan monthly fee multiplied by the number of months remaining from the date of cancellation until the date of completion of service term.

Other Information

Usage Information

Broadband usage information is available at on our website, Go to <https://portal.wiresbroadband.com/> and enter the username and password of the service, if you do not know your username or password please contact customer service.

Customer Service Contact Details

Our customer service department can be contacted by phone on 1300 66 28 25 or email info@wiresbroadband.com, trading hours are available on our website <http://wiresbroadband.com>

Dispute Resolution Process

If you are dissatisfied with any aspect of the services provided, please contact our customer service team on 1300 66 28 25 and request that your issue be referred to a manager alternatively you can email info@wiresbroadband.com.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after reporting it to our management team, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au .