



WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

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WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

We hope the information below will assist you with the use of our services.

1 MANAGING YOUR SPEND

Usage notifications:

World Without Wires services are treated as pre-paid and thus no excess usage charges apply.

Customers have the option to purchase data blocks in such cases where the 100% of their data downloads for the month have been utilised. All customers have 14 days to provide payment for their Broadband services or you may be issued with a notice for suspension of accounts until invoices are paid in full.

It is up to the discretion of the customer to monitor their own usage and Wires Broadband will not be held liable for data blocks which are not paid.

Accounts which are disconnected will incur the full month's charge regardless of whether this was cancelled at the beginning or at the end of the month. Customers wishing to cancel may find it more beneficial to cancel towards the end of the month.

Download and uploads speeds will vary depending on which plan you have purchased. World Without Wires Provides up to 20 Mbit/second downloads.

Below are example estimate of usage downloads (for phones). Downloading from your computer may experience slightly larger download.

| | |
|---|-----------------------|
| Email text only | 30 - 50 KB |
| Email with attachment, i.e. document or photo | 350 KB - 4 MB |
| Website viewing | 1 MB |
| Streaming video/minute | 7 MB (3G), 30 MB (4G) |
| Streaming music/minute | 1 MB |
| Downloading a song | 6 MB |
| Downloading an app | 30 - 100 MB |
| Uploading a photo | 4 MB |
| Making a video call with an app/minute | 8 MB (3G), 24 MB (4G) |

2 YOUR NETWORK

Your service is provided using the Telstra network. For further information, please contact us.

We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

To learn more about the coverage that your mobile network offers, please refer to the coverage map(s) below. Please note that actual coverage depends on numerous factors, including local geographic and structural/building conditions. Therefore, we recommend, if possible, to test coverage at your specific location, e.g. using the mobile of a friend who already uses the network etc.

[<http://wiresbroadband.com/about-us/check-coverage.html>]



3 PAYING US

Your bill:

We will bill you monthly for your internet services in advance, and as you go for data blacks and your bill will be emailed to you.

You can pay your bill free of charge via direct debit or credit card. Please note that Accounts that have insufficient funds at the time of debit may incur a dishonesty fee.

Extra charges may apply to American Express Cards.

4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer. Please refer to the manufacture for warranty information. World Without Wires Pty Ltd will endeavour to assist with hardware malfunctions or defects that are not due to the customer's error or errors and events outside of the control of Wires Broadband. All extra repairs which are made will be completed under the discretion of the World Without Wires Pty Ltd.

<http://www.netgear.com.au/warranty>

5 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form:

6 FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here:

