



World Without Wires Pty Ltd T/A wires broadband. A Spirit Telecom Company.  
 PO Box 869 Palm Beach, QLD, 4221, Australia  
<http://www.wires.net.au> Phone 1300 66 28 25

## 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 minimum 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

Depending on the chosen Contract Term option, the minimum connection term is 18 or 0 concurrent months from the date of the service is active and ready to use, should the customer disconnect within this period a disconnection fee may be applicable.

#### Included Features

- Unlimited Data – uploads and downloads
- WiFi Router, configured and delivered
- Setup / Installation

#### Information about Pricing

##### Monthly Charges

Plan Code	Speed (Down / Up)	Allowance (Gigabytes)	Price Per (Month)	Term (Months)	Install (Min/Max)	Disconnection Fee	Minimum Monthly Cost	Minimum Price (Contract Term)
<b>Standard</b>	Up to 30Mbps/10Mbps	Unlimited	\$59.95	0/18	\$129*/\$0	\$59.95 x Months left under contract	\$59.95	Min. charge is \$1079.10 on 18 month term (no install fee)
<b>Fast</b>	Up to 60Mbps/20Mbps	Unlimited	\$69.95	0/18	\$129*/\$0	\$69.95 x Months Left under contract	\$69.95	Min. charge is \$188.95 on 0 month term (inc install fee) Min. charge is \$1259.10 on 18 month term (no install fee)
<b>Super Fast*</b>	Up to 100Mbps/40Mbps	Unlimited	\$89.95	0/18	\$129*/\$0	\$89.95 x Months Left under contract	\$89.95	Min. charge is \$198.95 on 0 month term (inc install fee) Min. charge is \$1619.10 on 18 month term (no install fee) Min. charge is \$218.95 on 0 month term (inc install fee)

## Optional Extras & Add-ons

Service / Option	Description	Monthly	Setup (on-off)
<b>Voice Bundle #1</b>	VoIP-to-Analogue Adapter + New VoIP Number + PAYG* calls.	\$9.95	\$69.95
<b>Voice Bundle #2</b>	Everything in Bundle #1 + Unlimited calls to Local and National numbers.	\$19.95	\$69.95
<b>Voice Bundle #3</b>	Everything in Bundle #2 + Unlimited calls to Mobiles + Unlimited International calls to 15 Countries**	\$29.95	\$69.95
<b>Voice Add-ons</b>	PSTN Number Porting (where available***)	Nil	\$40.00
<b>Static IP</b>	Static IP address (for geeks)	\$5.00	Nil

\* PAYG Call rates [available here](#).

\*\* Calls to landlines in US, NZ, UK, Canada, Germany, Italy, India, China, South Korea, Malaysia, Vietnam, Hong Kong, Singapore, Indonesia, Japan.

\*\*\* Not all numbers can be ported, however Telstra single PSTN numbers are usually OK. Availability will be confirmed on per number basis.

## Excess Usage

There are no excess usage charges on this service.

## 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 chosen monthly plan 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 [support@wiresbroadband.com](mailto:support@wiresbroadband.com), trading hours are 07:00-24:00 (AEST)

### 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 [support@wiresbroadband.com](mailto:support@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](http://www.tio.com.au).