



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 6 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

Information about Pricing

Monthly Charges

Plan Code	Speed	Allowance GB	Price	Term (Months)	Install	Disconnection Fee	Min & Max Monthly Charge	Minimum Price (Contract Term)	Unit Price Per GB
WDSL	2Mbit/384Kbit	5	\$29.95	6	\$99	\$88	\$29.95	\$216.95	\$5.99
WDSL2	10Mbit/384Kbit	50	\$49.95	6	\$99	\$88	\$49.95	\$236.95	\$1.00
WDSL2+	20Mbit/1024Kbit	50	\$59.95	6	\$99	\$88	\$59.95	\$246.95	\$1.20
WBDSL-1010	10Mbit/10Mbit	100	\$349	6	\$499	Full Contract	\$349.00	\$2,593	\$3.49
WBDSL-2010	20Mbit/10Mbit	100	\$399	6	\$499	Full Contract	\$399.00	\$2,893	\$3.99
WBDSL-2020	20Mbit/20Mbit	100	\$449	6	\$499	Full Contract	\$449.00	\$3,193	\$4.49

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.

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 of \$88 will apply if the service has been active for less than the time specified in the 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 .