



Critical Information Summary

SHDSL

Information about the Service

SHDSL Broadband uses existing copper wiring to deliver a service.

Unbundled Local Loop (ULL) – This broadband service uses a dedicated copper pair, and does not coexist with any other services.

Required Services & Availability

SHDSL requires good quality copper wiring between our equipment and the customers modem, if the quality of the line is poor the service will not work.

Speeds are variable and subject to change depending on line quality and environmental factors.

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 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
SHDSL-1P	2Mbit - 4Mbit	100	\$199	12	\$149	\$88	\$199.00	\$2,537	\$1.99
SHDSL-2P	4Mbit - 8Mbit	100	\$299	12	\$199	\$176	\$299.00	\$3,787	\$2.99
SHDSL-4P	8Mbit - 16Mbit	100	\$499	12	\$399	\$352	\$499.00	\$6,387	\$4.99

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 will apply if the service has been

active for less than the time specified in the service term. This fee is calculated by multiplying the remaining months in the term by the monthly cost.

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 .