

# CRITICAL INFORMATION SUMMARY



## Wired Residential

### Information about this service

Create your entire phone system in minutes. Create voice menus and interactive phone applications quickly through the Hosted PBX control panel.

We built our Hosted PBX inhouse so when you need help, you can count on us. Hosted PBX (or Virtual PBX) is designed to lower the cost of a phone system for your business whilst at the same time providing your business with previously unseen connectivity.

Plug your extensions in anywhere in the world you can expand your office to a different building, or your employees can work from home or across the globe! It will work anywhere there's broadband.

Is the offer part of a bundle? **No**  
Is the customer required to buy any goods as part of the offer? **No**  
Does the offer have any minimum term of use? **No**

### What Is Included

This Wiree VoIP plan includes great value call rates and free calls to other Wiree systems.

### What is Not Included

Your plan does not include calls to 13/1300 numbers, Local/STD calls, mobiles, international calls and premium service numbers. Charges to these services will apply and are outlined below. This plan does not include any handsets or other hardware or equipment.

### SIP-Compatible VoIP Handset(s) Required

In order to use this service, you will need VoIP telephone handset(s) or software compatible with the SIP protocol. Wiree recommends using this service with handsets purchased from the online shop at <https://wiree.io/shop> to ensure that you have a compatible and supported device. Alternatively, you may provide your own SIP compatible VoIP equipment or software. For more information about compatible equipment and software please see <https://wiree.io/guides>

### Charges for using this service

The minimum monthly charge for this plan is **\$19.95**. The billing term for this plan begins as soon as the account is activated. In addition to the minimum monthly charge, the following call rates apply...

#### Standard Charges

- |                                |                   |
|--------------------------------|-------------------|
| • Internal calls               | Free              |
| • On-net calls                 | Free              |
| • Local Calls & National Calls | \$0.00 Untimed    |
| • Calls to 13 Numbers          | \$0.25 Untimed    |
| • Calls to AU Mobiles          | \$0.20 per minute |
| • Inbound to 1300              | \$0.10 per minute |
| • Inbound to 1800              | \$0.15 per minute |

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### *No Early Termination Charges Apply*

Because Wiree VoIP services are month-to-month there are no early termination charges. The total minimum amount that you will pay is \$19.95.

### *Charges to International Numbers*

You will be charged if you make calls to international numbers. International call rates will vary from time to time based on a number of factors. Please see our website for up-to-date international call rates.

\*International Calls – To view International rate to overseas destinations see <https://wiree.io/international-call-rates/>

## Other Information

### *Call Usage and Spend Management*

Wiree have spend management tools which are designed to assist you in managing your spend. You can check your monthly usage in your My Account Portal.

Your account portal can be found at: <https://wiree.io/portal>

### *Customer Service Contact Details*

Phone: 02 8806 3557

Email: [support@wiree.io](mailto:support@wiree.io)

### *Dispute Resolution Process*

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing. For more information see our complaints handling policy. For further information please see our policies page: <https://wiree.io/policies>

### *Telecommunication Industry Ombudsman*

If you are dissatisfied with the outcome of your complaint follow the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be found at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058