

CRITICAL INFORMATION SUMMARY: On-Net Broadband

Information About the Service

Product Overview

Fast internet is now available on your street. Our On-Net Broadband plans are offered through our state of the art fibre optic network. For un-timed or unlimited local and national calls, you can add a e-Voice phone plan to this service for the additional per month cost. You can even port your current phone number to e-wire connection point to save any troubles of getting a new phone number.

Requirements & Availability

You will require a modem to connect you to the On-Net Broadband service. e-wire connection point can supply you with this equipment should you need. If you already have a modem then you can use that however please note the e-wire connection point customer service will only service modems supplied by e-wire.

Availability of this service is subject to your location. The best way to determine what service is best for you is to call our customer service team on 1300 135 231 or email sales@e-wire.net.au

Minimum Term

On-Net Broadband plans are available on 18 month contracts or NO contract.

Information About Pricing

Monthly Charges

Data	Cost p/mth	up to Download/Upload Speed	Minimum Total Charge (18 mths)	Cost p/MB
20GB	\$29.95	8/1Mbps	\$539.10	0.15c/MB
200GB	\$49.95	8/1Mbps	\$899.10	0.024c/MB
350GB	\$59.95	8/1Mbps	\$1,079.10	0.017c/MB
500GB	\$79.95	8/1Mbps	\$1,439.10	0.016c/MB
1000GB	\$99.95	8/1Mbps	\$1,799.10	0.01c/MB
30GB	\$39.95	25/2 Mbps	\$719.10	0.13c/MB
200GB	\$59.95	25/2 Mbps	\$1,079.10	0.029c/MB
350GB	\$69.95	25/2 Mbps	\$1,259.10	0.02c/MB

Data	Cost p/mth	up to Download/Upload Speed	Minimum Total Charge (18 mths)	Cost p/MB
500GB	\$89.95	25/2Mbps	\$1,619.10	0.018c/MB
1000GB	\$109.95	25/2Mbps	\$1,979.10	0.011c/MB

These prices do not depend on bundling the On-Net Broadband service with another one of our services

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no excess usage charges on the On-Net Broadband plans if you go over your monthly data allowance. Internet shaping will occur. Internet speed will be shaped to 128K/128K for the period in which the monthly usage quota has been exceeded.

Connection Fees

Internet & Phone		Internet ONLY	
18 month contract	NO contract	18 month contract	NO contract
\$0	\$99 (Equipment not included)	\$0	\$99 (Equipment not included)

Other Information

Usage Information

Customers can obtain information on their data usage by calling our customer service team on 1300 135 231 or email sales@e-wire.net.au

Customer Service Contact Details

Our Customer Service representatives can be contacted for any questions you may have. Call 1300 135 231, 7 days a week, 7am - 9pm (WST). You can also contact us via email support@e-wire.net.au.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service/support request and wish to take the matter further, please request that the customer service representative escalate your issue to their Team leader. If you are still dissatisfied please request to have your issue escalated to the Customer Service Manager and then the General Manager. Alternatively you can email support@e-wire.net.au or phone 1300 135 231 and speak to our Customer Service Manager.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for the independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website www.tio.com.au/making-a-complaint