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CRITICAL INFORMATION SUMMARY: e-Voice Lite

Information About the Service

Product Overview

e-Voice Lite offers a basic service offering high value with un-timed local and national calls. 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 an active phone line to connect you to e-Voice Lite. You may also require certain equipment:

- ATA Hardware \$69 + P&H \$19.95
- Cable Modem (HFC only) \$99
- Wireless Router \$99
- ATA + Wireless Router \$99

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

e-Voice Lite plans are available on 18 month contracts or NO contract.

Information About Pricing

Monthly Charges

	e-Voice Lite Rates	Cost
Local Calls	15c un-timed 0c flagfall	\$9.95 per month
National Calls	15c un-timed 0c flagfall	
Australian Mobile Calls	28c per min 0c flagfall	
International Calls	from 4.9c per min from 19c flagfall	

These prices do not depend on bundling the e-Voice Lite phone service with another one of our services

Connection Fees

Internet & Phone		Phone ONLY	
18 month contract	NO contract	18 month contract	NO contract
\$0	\$99 (Equipment not included)	\$0	\$149

Other Information

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