

## Critical Information Summary: On-Net ADSL Broadband

### Information About the Service

Westnet ADSL2+ is a residential service that delivers high-speed broadband nationwide via our own broadband network.

### Requirements & Availability

ADSL2+ requires a basic telephone service in order to function. You can use a suitable telephone service from another provider, or you can use the Westnet Home Phone service and bundle it with our ADSL2+ plans for no additional monthly charge. The Critical Information Summary for Home Phone can be found at

[www.westnet.com.au/legal/cis/cis-homephone.pdf](http://www.westnet.com.au/legal/cis/cis-homephone.pdf)

You will require an ADSL modem to connect your service. If you don't already have one, you can purchase a modem from Westnet for \$59.95 (\$10 delivery fee applies).

ADSL2+ availability can be checked using our online coverage calculator: [www.westnet.com.au/internet](http://www.westnet.com.au/internet)

To ensure you're always connected to the best product available, we may need to change your service, for example, when an upgraded service (like our NBN Fibre service) becomes available. If this happens, we'll inform you ahead of any changes.

### Minimum Term

ADSL2+ plans are available on a no lock-in contract.

### Included Features

There are a range of value-added features included with Westnet ADSL2+, with further detail on the website:

Unlimited Data (on selected plans)	1GB webspace & 10 email addresses	Email protection
	No excess quota usage charges	24/7 customer service

### Information About Pricing

#### Monthly Charges

All ADSL2+ plans come with both Broadband and Home Phone line rental included in the monthly charges. All plans are available standalone, or bundled with the Westnet Home Phone service for the same monthly charge

Plan Name	Monthly Included Data	Call Charges (if bundled with Home Phone)	Monthly Charge	Total Min. Charge (no lock-in contract)	Unit cost 1GB of data included in plan
ADSL2+ 500	500GB	Pay as you go	\$59.99	\$59.99	\$0.12
ADSL2+ Unlimited	Unlimited	Pay as you go	\$79.99	\$79.99	n/a
ADSL2+ Unlimited incl LNM Calls	Unlimited	Includes calls to local, standard national and Australian mobile numbers	\$89.99	\$89.99	n/a

Further information: [www.westnet.com.au/internet-products/broadband/adsl](http://www.westnet.com.au/internet-products/broadband/adsl)

- The Total Minimum Charge on a monthly contract is one month of plan rental.
- If you cancel your ADSL2+ plan but not the Home Phone service, the monthly charge for the Home Phone line rental will be \$49.95 per month for Home Phone that was bundled with the ADSL2+ Unlimited incl LNM Calls plan, or \$29.95 per month for Home Phone with all other ADSL2+ plans.

### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on ADSL2+. Instead, traffic beyond the included data will be slowed to 256kbps/256kbps on the ADSL2+ 500 plan. Unlimited plans are not shaped.

- You may purchase a Data Pack at an additional cost for a data top-up, if required.
- Information on Data Pack pricing is available at [www.westnet.com.au/internet/broadband/adsl](http://www.westnet.com.au/internet/broadband/adsl)

### Set-up Fee

- This on-net ADSL2+ service does not have a set-up fee.

Service	Details	Charge (No lock-in contract)
On-net ADSL2+	Activation Fee	\$0

- Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

### Cancellation Fees

- There are no cancellation fees on no lock-in contracts.
- Cancelling your Broadband service will also cancel any other Westnet products you've purchased that are only available when bundled with Broadband. Should those products have their own contract, you are liable for their associated break fees.

### Order Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of \$60. This is to cover our costs in preparing to supply the service to you.
- If you have selected to purchase a modem or Fetch plan from us, the modem purchase fee and/or Fetch Setup fee paid will be credited back to your account once the modem and/or Fetch Set Top box is returned to us in its original condition.

## Other Information

### Usage Information

Customers can obtain information on their Broadband usage at <https://myaccount2.westnet.com.au/>

### Customer Service Contact Details

You can contact Westnet customer service for Technical Support via **1300 786 068** or emailing [support@westnet.com.au](mailto:support@westnet.com.au), Account assistance via **1300 855 006** or emailing [accounts@westnet.com.au](mailto:accounts@westnet.com.au), or for Sales assistance via **13 19 60**, or emailing [sales@westnet.com.au](mailto:sales@westnet.com.au). See [westnet.com.au/contact](http://westnet.com.au/contact) for more details.

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [www.westnet.com.au/legal/complaints-escalation-process.html](http://www.westnet.com.au/legal/complaints-escalation-process.html)

### 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 independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

*Further information:* [www.westnet.com.au/internet-products/broadband/adsl](http://www.westnet.com.au/internet-products/broadband/adsl)