

Critical Information Summary:

On-net ADSL Broadband

About the Service

The On-net ADSL service is a broadband internet service which uses the Westnet ADSL2+ network to deliver internet connectivity to the Network Boundary Point at your premises.

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/about/legal/cis/cis-homephone.pdf

Included Features

There are a range of value-added features included, with further detail at: www.westnet.com.au/internet-products/broadband/plans/?adsl

- Unlimited data (on selected plans)
- No excess quota usage charges
- 24/7 customer service

Plans

All ADSL2+ On-net 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. Price (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

- The Total Minimum Price 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.

Minimum Term

No lock-in contract with \$0 activation fee.

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- Cancelling the ADSL service will also cancel any other Westnet products that are only available with ADSL. Should those products have their own contract, you are liable for their associated break fees.

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.

Availability

- This service is available in areas serviced by the Westnet ADSL2+ Network. Use our coverage checker www.westnet.com.au/internet to check ADSL availability at your address.
- ADSL2 requires a telephone line connected to your address.

Required Equipment

- An ADSL2+ compatible modem that is WiFi enabled to connect with wireless devices.
 - A Westnet modem costs \$59.95 on a no lock-in contract plus \$10 delivery fee.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

Excess Usage

- Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for ADSL2+ 500. You may purchase additional data if required. For more information, see myhelp.westnet.com.au/node/1190
- Plans with Unlimited data are not shaped.

Monitoring Your Usage

Customers can obtain information on their usage via My Account at myaccount.westnet.com.au

<p>Westnet Customer Service Support P: 1300 786 068 E: support@westnet.com.au</p> <p>Sales P: 13 19 60 E: sales@westnet.com.au</p>	<p>Complaints Handling If you are dissatisfied with Westnet, please contact us first, through our escalation process at myhelp.westnet.com.au/node/1414 so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with Westnet, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p>
---	---	---