

# Critical Information Summary:

## Westnet Cable

### Information About The Service

The Cable service is a residential broadband internet service which uses Hybrid Fibre-Coaxial Cable to deliver superfast broadband speeds within Mildura, Geelong and Ballarat.

The Westnet Cable plan includes Netphone at no additional cost, offering great call rates and call inclusions. The Critical Information Summary for Netphone is available at [www.westnet.com.au/about/legal/cis/cis-voip.pdf](http://www.westnet.com.au/about/legal/cis/cis-voip.pdf)

### Requirements & Availability

Westnet Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by Hybrid Fibre-Coaxial Cable.

You will require a coaxial-compatible modem, which will need to be WiFi and VoIP enabled if you want to connect wireless devices and make use of your included Netphone service. Westnet provides a suitable WiFi and VoIP enabled modem for \$0 with any new Cable order (with a \$10 delivery fee).

### Minimum Term

The Cable plan is available on a no lock-in contract.

### Included Features

There are a range of value-added features included with Westnet Cable plans, with further detail at [www.westnet.com.au/cable](http://www.westnet.com.au/cable)

Unlimited Data	10 email addresses	Local and standard national calls included with Netphone
	No Excess quota usage charges	24/7 Customer Service

### Information About Pricing

#### Monthly Charges

**Cable Special Offer:** Sign up to a no lock-in contract and receive a 50% discount on the monthly fee for the first 12 months. Cable MAX Incl LN Calls will be charged at only \$39.99/month for the first 12 months, \$79.99/month thereafter. This offer is only available to new customers and may be withdrawn at any time.

Plan Name	Typical Evening Speed*	Monthly Included Data	Included Netphone Calls	Min & Max Monthly Charge	Total Min Charge (No lock- contract)
Cable MAX Incl LN Calls	200Mbps	Unlimited	Local & Standard National	\$79.99	\$149.98

\*Typical evening speed indicates download speed and is measured between 7pm-11pm. **Cable speeds:** Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Cable has an upload connection speed of up to 20Mbps. For more information, visit [www.westnet.com.au/cable](http://www.westnet.com.au/cable)

- The Total Minimum Price on no lock-in contract is the standard setup fee (\$59.99) plus one month of plan rental at \$79.99 plus \$10 hardware delivery fee.

*Further information:* [www.westnet.com.au/cable](http://www.westnet.com.au/cable)

### Set-up Fee

- The below set-up fees are applicable when signing up to a Cable plan for an installation.

Connection Type	Details	Description	Charge (No lock-in contract)
Standard Installation	Activation Fee	Includes connection of Cable to a single wall-socket in the premises.	\$59.99

- Any cabling that is required in your premises beyond the Network Boundary point is your responsibility

### Excess usage

Westnet Cable provides unlimited downloads and uploads. No excess usage charges or shaping apply.

### Cancellation Fees

- There are no cancellation fees on no lock-in contracts.
- Cancelling your Cable service will also result in a cancellation of any other Westnet products you've purchased that are only available when bundled with Cable. Should those products have their own contract, you will be 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.
- You will also need to pay for any hardware that we have supplied to you, unless it is returned to us in its original condition.
- If you have selected to purchase a Fetch plan from us, the Fetch Setup fee paid will be credited back to your account once the Fetch Set Top box is returned to us in its original condition.

## Other Information

### Usage Information

Customers can obtain information on their Cable usage at <https://myaccount3.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 [westnet.com.au/legal/complaints-escalation-process.html](http://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 [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)