

Critical Information Summary: Westnet Cable

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. See full list of Netphone call rates here:

www.westnet.com.au/phone/netphone-voip/

- Critical Information Summary for Netphone can be found here:
www.westnet.com.au/about/legal/cis/cis-voip.pdf

Included Features

There are a range of value-added features included with Westnet Cable plans, with further detail at

www.westnet.com.au/cable

- Local and standard national calls included with Netphone
- 10 email addresses
- Unlimited data on selected plans
- No excess quota usage charges
- 24/7 customer service

Minimum Term

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

Early 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

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.

Plans

Plan Name	Typical Evening Speed	Monthly Included Data	Included Netphone Calls	Min & Max Monthly Charge	Total Min. Charge (no lock-in contract)
Cable MAX Incl LN Calls	350Mbps	Unlimited	Local & Standard National	\$79.99	\$149.98

- Total Minimum Charge on no lock-in contract is the set-up fee (\$59.99), \$10 modem delivery fee plus one month of plan rental.
- **^Cable Special Offer:** Sign up to the \$79.99 plan on a no lock-in contract and receive a 50% discount on the monthly fee for the first 12 months. Plan 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 This offer is only available to new customers and may be withdrawn at any time
- ***Cable Speeds:** Typical Evening Speeds are subject to change and are measured 7pm-11pm. Speeds are not guaranteed and may vary. Actual throughput speeds may be slower and could vary due to various factors including customer cabling and equipment, download source, and line length. Upload connection speed is up to 20Mbps. For more information, visit www.westnet.com.au/cable

Setup Fees

- A \$59.99 setup fee is applicable when signing up to a Cable plan, which includes connection of Cable to a single wall-socket in the premises.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.
- Additional costs apply for non-standard connections.

Availability

Cable is only available in Mildura, Geelong and Ballarat areas that are serviced by our Hybrid Fibre-Coaxial Cable network. Use our address checker at www.westnet.com.au/cable to confirm Cable availability at your address.

Further information: www.westnet.com.au/cable

Information is current as of 31/03/2021, is subject to change without notice and all prices quoted include GST

Required Equipment

- You will be supplied a Cable ready modem (which is WiFi and VoIP enabled). You require this modem to use your Cable and Netphone service. Third party modems are not supported.
- You will also need a standard phone handset (approved for use in Australia) to use your Netphone service.

Excess Usage

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

Monitoring Your Usage

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

Westnet Customer Service		Support & Billing	Sales
	Phone:	1300 786 068	13 19 60
	Email:	support@westnet.com.au	sales@westnet.com.au
Complaints Handling If you are dissatisfied with Westnet, please contact us first, through our escalation process at https://myhelp.westnet.com.au/node/1414 so we can try and resolve your complaint.	Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance. TIO P: 1800 062 058 www.tio.com.au/making-a-complaint	Broadband Education Package Additional broadband information is available from Communications Alliance at: www.commsalliance.com.au/BEP	