

Critical Information Summary:

Home Phone

Information About The Service

Westnet Home Phone is a traditional landline telephone service – it’s simple, hassle-free, comes with competitive call rates, and great benefits when you bundle it with a Westnet Broadband plan.

Requirements & Availability

You will need a standard telephone handset (approved for use in Australia). Westnet Home Phone service is only available bundled with a Westnet Broadband plan. Call inclusions may vary depending on the Broadband Plan bundled with Westnet Home Phone. The Home Phone service is offered on the basis that you agree to waive the Customer Service Guarantee.

Minimum Term

No minimum term applies for Westnet Home Phone services. You should note that a Westnet broadband service that is acquired with a Phone service may have a minimum term.

Included Features

All Westnet Home Phone services include a range of great features. More features are available at an additional cost, with more detail at westnet.com.au/phone/home/features

Call Return	Call Waiting	Call Back
3-Way Chat	Call Forward	

Information About Pricing

Monthly Charges

Plan Name	Monthly Charge	Total Minimum Cost
Home Phone	\$29.95	-
Home Phone (bundled with eligible broadband plan)	\$0.00	As per the broadband plan

- Monthly Charge is the monthly rental fee for the Home Phone service and does not include the cost of any calls made or added features. Monthly charge is discounted to \$0 when bundled with eligible broadband plans.
- Total Minimum Cost will depend on your broadband plan bundle. Details of your broadband plan can be found on our website.
- If the required Broadband service is cancelled but not the Home Phone service, then the standard \$29.95 monthly Home Phone line rental charge will apply.

Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
Home Phone	20c/call untimed	17c/min + 44c flagfall <i>but only \$1.98 for first 2 hrs#</i>	37c/min + 44c flagfall <i>but only \$2.48 for first 20 min^</i>	Varied + 44c flagfall <i>From \$1.98 for 30 min</i>	40c/call untimed

Calls are charged per second. Pay only \$1.98 for a call lasting up to 2 hours; standard rates apply after 2 hours.

^ Calls are charged per 30 second block. Pay only \$2.48 for a call lasting up to 20 minutes; standard rates apply after 20 minutes.

** International rates vary by destination, and the \$1.98 call limit is only available for landline calls to selected destinations. Individual rates, and a list of countries included in the call limit, by plan, are listed at westnet.com.au/phone/home/international

- Acceptable Use policy applies to all plans. This policy is available at westnet.com.au/about/legal
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling Westnet. A list of these countries is available at https://myhelp.westnet.com.au/High_Risk_Call_Blocking_Explained
- Westnet do not provide or add additional charges for premium call services.

Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable use policy applies to all included calls. For more information visit westnet.com.au/phone/home

Call Value Pack	Availability	Monthly Pack Price
All your calls to local, standard national & Australian mobile numbers	Home Phone	\$20
All your calls to landlines in our top 20 international destinations	Home Phone	\$10

Setup Fee

No setup fee is charged when churning an active telephone line to Westnet, however when connecting an inactive line, a connection fee will apply as below.

Connection Type	Description	First Service Charge	Additional Services Charge
Transfer	Churn an existing, active line to Westnet	\$0	\$0
Line Activation	Inactive line, but premises has a physical line with dial tone	\$59	\$59
Line Activation with Technician Visit	As above, however a technician is required to reconnect existing cabling	\$99	\$75.50
New Line Installation	For new homes & homes with no previous line connection	\$99	\$179

Early Cancellation Fees

Westnet Phone plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for any bundled broadband service.

Other Information

Call Usage Information

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

Priority Assistance

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order.

Customer Service Contact Details

You can contact Westnet customer service for Technical Support via **1300 786 068** or emailing support@westnet.com.au, Account assistance via **1300 855 006** or emailing accounts@westnet.com.au, or for Sales assistance via **13 19 60**, or emailing sales@westnet.com.au. See 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

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