

Critical Information Summary:

Home Phone

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 an eligible Westnet broadband plan.

Included Features

There are a range of value-added features included with Home Phone plans, with further details here:

www.westnet.com.au/phone/home/features

- 3-way calling
- Call Forwarding
- Call Waiting

Minimum Term

No lock-in contract.

Early Cancellation Fees

No cancellation fees apply.

Plans

Monthly Charges

Plan	Monthly Rental	Total Min. Charge (no lock-in)
Home Phone	\$29.95	-
Home Phone (when bundled with eligible broadband plan)	\$0	As per the broadband plan
Home Phone incl LNM Calls	\$49.95	-
Home Phone incl LNM Calls (when bundled with eligible broadband plan)	\$0	As per the broadband plan

- Minimum Monthly Charge is the monthly rental fee associated with the Phone service and does not include the cost of any call charges (where calls are not included) 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 eligible broadband plans can be found at: www.westnet.com.au/internet-products/broadband/plans/?adsl & www.westnet.com.au/internet-products/broadband/adsl/offnet/

Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile	1300 & 13	International**
Home Phone	20c per 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 20min^</i>	40c per call untimed	Varied + 44c flagfall <i>From \$1.98 for up to 30 min</i>
Home Phone with LNM Calls	Included	Included	Included	40c per call untimed	Varied + 44c flagfall <i>From \$1.98 for up to 30 min</i>

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 www.westnet.com.au/phone/home/international. Calls are charged per second.

- Westnet do not provide or add additional charges for premium call services.
- Acceptable Use policy applies to all plans and are available at www.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 myhelp.westnet.com.au/node/1621

Further information: www.westnet.com.au/phone/home/

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

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 Australian mobile numbers	Home Phone (excl On-net ADSL2+ Bundles)	\$20
All your calls to landlines in our top 20 international destinations	All Home Phone plans	\$10

Availability

This service is not sold standalone, and can only be bundled with an eligible Westnet broadband plan.

Required Equipment

A standard telephone handset (approved for use in Australia) is required to use Westnet Home Phone. The telephone handset is not provided by Westnet unless otherwise specified in your application.

CSG Waiver

This service is provided on the basis that you agree to waive the Customer Service Guarantee (CSG).

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.

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>
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