

Critical Information Summary:

Mobile Voice - \$24.99 SIM Only Plan

About the Service

Westnet Mobile Voice is a post-paid 'SIM-only' mobile phone service that supports 4G technology - you'll need to bring your own mobile phone handset. A minimum term of one month applies to Westnet Mobile Voice services.

What's Included

- This plan includes all standard calls to Australian landlines and mobiles, all standard SMS to Australian mobiles, and 3GB of included data each month, all for use within Australia.
- Your monthly included value for standard national calls and SMS can be also used within Australia for calls to 1300/13 numbers, voicemail and national diversions. Calls to 1800 numbers are not charged. Unused value and data will expire at the end of each monthly period.

What's not included

- Your monthly included value for standard national calls and SMS cannot be used towards international calls (including calls to fixed lines or mobiles), SMS to international numbers, calls that switch/divert or re-route overseas, international diversions, international roaming, national and international video calling, 124 YES (937), content packs, directory assistance, national and international MMS, premium calls/SMS/MMS, VOIP services and usage, and 19XX services.
- Some services may not be available on all handsets. Please contact your handset supplier or manufacturer's website for details..

Minimum Term

- This plan is on a rolling month-by-month contract which you can cancel at any time.

Early Cancellation Fees

The Westnet Mobile service has no early cancellation fees.

Plans

Plan Name	Monthly Included Value for Calls & SMS	Monthly Included Data	Monthly Charge	Total Minimum Price (incl \$10 SIM charge)	Excess Data
\$24.99 Plan	All included	3GB	\$24.99	\$34.99	\$10/GB (or part thereof)

- Total Minimum Price is calculated as \$10 SIM charge (including delivery) plus one month of Westnet Mobile Voice plan.
- You will need to pay the next month's monthly charge in advance. If you use more than the monthly inclusion of calls, texts or data, or you use other services that are not part of the monthly inclusion you will incur charges above the monthly charge.
 - Westnet Mobile features a number of spend management tools, including usage notifications and sub-limits for various transaction types.
 - Westnet reserves the right to restrict services once monthly billings are greater than \$200.
- Please be aware that billing information is not received instantly by Westnet after the usage charge has been incurred. This delay means that spend limits can be out of date by the time they are applied. You are still responsible for all charges incurred due to usage beyond the spend limit.

Excess Data

- Any excess data usage above your monthly inclusion will automatically be charged at \$10 per GB (or part of a GB). If you exceed your monthly data inclusion by 10GB, we may continue to charge you at the same rates or restrict your data use until the next billing period.

Setup Fee

- A Westnet Mobile SIM is required in order to use the service.
 - A \$10 charge applies for a Westnet Mobile SIM (either standard, Micro, or Nano SIM); this includes delivery anywhere in Australia.
 - You can either port an existing Australian mobile phone number to your Westnet Mobile service; or we can allocate you a new number

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

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

Call Rates

Calls to standard Australian landlines	All included
Calls to Australian mobiles	All included
Standard SMS to Australian mobiles	All included
Standard SMS to International mobiles	\$0.35 per message
Calls to standard international landlines and mobiles	Refer to specific international destination rates found here: https://www.westnet.com.au/mobile/call-rates

Detailed charges for calls, SMS and MMS can be found at <https://www.westnet.com.au/mobile/terms/>

Standardised Cost Information

One Megabyte of Data within Australia	Using one Megabyte of data within Australia will cost \$0.008. Data usage above your monthly inclusion will be charged at \$10 per GB (or part thereof).
--	--

Monitoring Your Usage

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

International Roaming Costs

- Using your mobile phone overseas attracts significantly higher rates than standard Westnet Mobile charges:
 - All call and data charges while roaming are excluded from your monthly included value amounts.
 - Charges apply to all data sent & received.
 - Charges also apply for both making and receiving calls when roaming overseas.
- While you are roaming overseas, usage details may take days or weeks to reach Westnet, meaning you may not receive timely usage warnings. Regardless, you are responsible for all charges made on your service when overseas. More information can be found at <https://www.westnet.com.au/mobile/international-roaming/>

Westnet Customer Service

Support

P: 1300 786 068

E: support@westnet.com.au

Sales

P: 13 19 60

E: sales@westnet.com.au

Complaints Handling

If you are dissatisfied with Westnet, please contact us first, though 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 Westnet, you may contact the TIO for assistance.

TIO

P: 1800 062 058

www.tio.com.au/making-a-complaint