

# Critical Information Summary:

## Fibre Phone on NBN

### Information About The Service

Fibre Phone on the NBN combines the best features of traditional landline phone services, such as the ability to use a traditional handset, with the cost-effective call charges of Voice over IP.

#### Requirements & Availability

The Fibre Phone service is only available with an active Westnet NBN Fibre service. If your NBN Fibre service is cancelled, your Fibre Phone service will also be cancelled. Full details on the NBN Fibre service are available at [www.westnet.com.au/about/legal/cis/cis-nbn-fibre.pdf](http://www.westnet.com.au/about/legal/cis/cis-nbn-fibre.pdf)

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

Once you take up a Fibre Phone service on the NBN, you can't move back to a telephone service on the existing copper network.

#### Minimum Term

No minimum terms are applied to Westnet Fibre Phone.

#### Included Features

There are a range of value-added features included with Westnet Fibre Phone, with further detail available at [myhelp.westnet.com.au/Netphone\\_%28VoIP%29\\_%2526\\_NBN\\_Fibre\\_Phone\\_-\\_Standard\\_features](http://myhelp.westnet.com.au/Netphone_%28VoIP%29_%2526_NBN_Fibre_Phone_-_Standard_features)

3-Way Calling	Call Forwarding	Calling Line ID Blocking	Call Return
Call Waiting	Do Not Disturb	Voice Mail	

### Information About Pricing

#### Monthly Charges

- The minimum monthly charge for Westnet Fibre Phone is the monthly rental fee of \$19.95.
- The total minimum cost for Westnet Fibre Phone is \$159.85 (\$19.95 Fibre Phone fee x 1 month + \$59.99 NBN Fibre plan fee x 1 month + \$79.95 activation fee) plus any calls made to Australian mobiles, International numbers and/or 1300 & 13 Numbers.

#### Call Charges

Calls to other Westnet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
Included	Included	Included	29c/min	From 5c/min	30c untimed

\*Calls to Australian Mobiles are charged per 30 second block

\*\*International rates vary by destination, full rates at [westnet.com.au/phone/netphone-voip/international](http://westnet.com.au/phone/netphone-voip/international)

- Timed charges for International calls are assessed on a per second basis, with a minimum assessed duration of one minute.
- Included local & standard national calls are subject to our Acceptable Use policy available at [www.westnet.com.au/about/legal](http://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](http://myhelp.westnet.com.au/node/1621)

#### Call Packs

Further information: [www.westnet.com.au/internet/broadband/nbn/fibre-phone/](http://www.westnet.com.au/internet/broadband/nbn/fibre-phone/)

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/internet/broadband/nbn/fibre-phone/](https://www.westnet.com.au/internet/broadband/nbn/fibre-phone/)

Call Value Pack	Monthly Pack Price
All your calls to Australian mobile numbers	\$10
All your calls to landlines in our top 20 international destinations	\$10

### Setup Fee

No setup fees are charged with Westnet Fibre Phone.

If you want to keep using any other phone sockets in your home, you will need to get a registered cabler to come and connect these up to your NBN Fibre service. You will be responsible for the cost of any such cabling work.

### Cancellation Fees

Westnet Fibre Phone is on a no fixed contract term, and as a result no cancellation fees are applicable.

### Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 29c per minute with no flagfall charges.

- A 2 minute national mobile call will cost \$0.58

## Other Information

### Call Usage Information

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

### Fibre Phone and Power Outages

The Fibre Phone service is delivered via the NBN and has the ability to work in a power outage if a battery backup is installed with your NBN Fibre service. In order for your service to work in a power outage please be aware;

- You must have an active battery backup unit installed. (This is optional and you can elect to get this installed at no extra cost when you apply for NBN Fibre with Westnet)
- You will need a non-powered traditional telephone or telephone with a backup power supply connected to the voice port on the NBN Connection Box.
- During a power outage, the battery will provide power for a limited period of time, a fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

### Incompatible Equipment

Please be aware that any existing services operating on your phone line may not work, such as back-to-base alarms, personal response systems, fax machines or EFTPOS. Please check with your device manufacturer or provider to see if the device is NBN compatible.

### 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](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](https://www.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](https://www.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](https://www.tio.com.au/making-a-complaint)

*Further information:* [www.westnet.com.au/internet/broadband/nbn/fibre-phone/](https://www.westnet.com.au/internet/broadband/nbn/fibre-phone/)