

Critical Information Summary:

NBN Phone

Information About The Service

NBN Phone is a Voice over IP (VoIP) service which allows you to make cheap calls through your residential NBN broadband internet service, instead of your traditional phone line. NBN Phone is supplied either as Netphone or as Fibre Phone. Fibre Phone connects via an NBN Connection Device and is available on NBN FTTP connections only.

For Netphone provided through other broadband internet services please see the [VoIP Critical Information Summary](#):

Requirements & Availability

NBN Phone is only available with a Westnet NBN (FTTP, FTTB, FTTN, FTTC or HFC) or NBN Wireless plan. NBN Phone is not available on NBN Satellite and is not sold as a standalone service. You will find information about the different NBN plans and check if they are available at your address on our [website](#).

You will require a VoIP enabled modem (along with a standard phone handset approved for use in Australia) to use your NBN Phone service. Some of our NBN Phone services will not work on third party modems and you will need to buy a Westnet modem to use the service.

A waiver of the Customer Service Guarantee is required for NBN Phone.

Minimum Term

No minimum term applies for NBN Phone, but there may be one for your NBN plan.

Included Features

All NBN Phone services include a range of great features listed in the table below.

3-Way Calling	Call Barring	Call Forwarding
Call Waiting	Calling Line ID Blocking	

Information About Pricing

Monthly Charges

No monthly rental is charged with NBN Phone as it is included with your NBN plan.

Call Charges

Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
15c /call untimed <i>Included with selected plans[^]</i>	15c /call untimed <i>Included with selected plans[^]</i>	29c/min <i>Included with selected plans[^]</i>	From 5c/min	30c/call untimed

*Calls to Australian Mobile are charged per 30 second block

**International rates vary by destination, see [full list of rates](#). Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

[^]Refer to relevant product Critical Information Summary for detail on plans with included value.

- No flagfall charges. [Acceptable Use Policy](#) applies.
- Please note [some destination countries](#) are blocked by default due to high fraud risk and can be unblocked by calling Westnet.
- Not all call types are supported.

Call Packs

Further information: www.westnet.com.au/nbn-phone

Information is current as of 12/02/2019, is subject to change without notice and all prices quoted include GST

Great value call packs are available at an additional monthly fee for those who like to talk a lot. [Acceptable use policy](#) applies.

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

Setup Fee

No setup fees are charged with NBN Phone services.

Early Cancellation Fees

NBN Phone plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for your paired NBN plan. Cancellation of your paired NBN plan will result in cancellation of your NBN Phone service.

Other Information

Usage Information

Customers can obtain information on their usage via [MyAccount](#)

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 [our website](#) for more details.

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.

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](#).

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](#).