

Critical Information Summary:

VoIP

Information About The Service

Westnet VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line.

Requirements & Availability

VoIP is only available when bundled with a Westnet fixed line broadband service. For VoIP services paired with a residential NBN plan, please see the NBN Netphone Critical Information Summary at:

www.westnet.com.au/about/legal/cis/cis-nbn-netphone

You will require a VoIP-enabled modem (along with a handset) to connect your VoIP service. Westnet can sell you a suitable device at an additional cost. Alternatively, if your modem isn't VoIP-enabled, you can purchase a VoIP adapter (ATA).

A waiver of the Customer Service Guarantee is required for all VoIP services. VoIP is not sold as a standalone service. A range of VoIP plans are available, and the table below details which plans are eligible by Broadband service type.

VoIP Plan	Eligibility
Netphone	All Residential ADSL Broadband, Fibre and Naked DSL plans

Minimum Term

No minimum term applies for Westnet VoIP services. You should not that a Westnet broadband service that is acquired with a VoIP service may have a minimum term.

Included Features

All Westnet VoIP services include a range of great features listed in the table below. A selection of enhanced features are available at an additional cost, with more detail at westnet.com.au/phone/netphone-voip/features.

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

Information About Pricing

Monthly Charges

Plan Name	Minimum Monthly Charge
Netphone	\$9.95*

*Discounted to \$0 when bundled with a current Westnet residential Cable, FTTP, VDSL2 or Naked DSL plan.

- Minimum Monthly Charge is the monthly rental fee associated with the VoIP service.
- Total minimum Cost will depend on the broadband plan bundle and contract term.

Call Charges

Plan Name	Calls to other Westnet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile	International**	1300 & 13
Netphone (with Naked)	Included	15c/call untimed <i>Included with</i>	15c/call untimed <i>Included with</i>	29c/min <i>Included with selected plans#</i>	30c untimed	30c/call untimed

Further information: westnet.com.au/phone/netphone-voip

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

DSL, Cable, FTTP & VDSL2)		<i>selected plans#</i>	<i>selected plans#</i>			
Netphone	Included	Included	Included	29c/min	From 5c/min	30c/call untimed

**Calls to Australian Mobile are charged per 30 second block*

***International rates vary by destination, full rates at westnet.com.au/phone/netphone-voip/international. 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 and 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 www.iihelp.iinet.net.au/support/node/11531
- Not all call types are supported. For more information visit westnet.com.au/phone/netphone-voip

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. For more information visit westnet.com.au/phone/netphone-voip

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

**Not available with Naked DSL, FTTP, Cable or VDSL2*

Setup Fee

No setup fees are charged with Westnet VoIP services.

Early Cancellation Fees

Westnet VoIP plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for any bundled broadband service. Please refer to the CIS for the relevant services for more information.

Other Information

Usage Information

Customers can obtain information on their VoIP usage at <https://myaccount3.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