

# Critical Information Summary

## Westnet Mobile SIM Only Plan – Extra Large

### Information About The Service

#### Service Description

The Westnet Mobile SIM Only **Extra Large Plan** is a \$39.99 per month, SIM only, mobile service with the specified Included Value and Included Data. The underlying network is the Vodafone mobile digital network (4G).

The service includes the following monthly Included Value for use within Australia:

- 55GB Included Data
- Unlimited Calls to Standard Australian Mobile and Landline Numbers (includes 13/1300), SMS & MMS to Australian Numbers.
- 100 minutes of standard international calls to select countries. Excludes video calls and calls to satellite phones. See [westnet.com.au/mobile-call-international-rates](http://westnet.com.au/mobile-call-international-rates) for a list of included countries. Countries may vary.

All Westnet mobile plans are prepaid and auto-renew every month until you cancel. Recurring charges are payable monthly in advance, 7 days before the start of the next billing cycle. You can make additional prepayment (Prepaid Balance) if you wish to make any excluded calls or usage that will incur excess charges. Payment options are Direct Debit or Credit Card.

Promotions and special offers: This summary does not include any special offers or promotions that may be offered on this plan, such as discounts or bonuses.

#### Minimum Term

Westnet Mobile Services are supplied on a rolling month to month basis. You can cancel the Service at any time by notifying us at least 7 days before your next month's charges are due. Subject to your consumer law rights, you will not receive a refund for any charges paid in advance. The unused balance of any Prepaid Balance for usage that is not within the Included Value for your plan will not be refunded to you but will be retained by Westnet Pty Ltd.

#### Bundling Arrangements & Mandatory Goods

You do not have to bundle this Service with any other Westnet plan. You do not need to purchase handsets or other equipment

from Westnet.

However, you must have a 4G capable mobile handset to be able to use this service.

#### Excluded Usage

The **Extra Large Plan** excludes Excess Data, Standard International Calls (to select countries) after the first 100 minutes in a month (or International Calls to excluded countries), SMS and MMS to International Numbers, Calls to Satellite phones, Third Party content, Video Calls to Standard Australian and International Numbers, Directory Assistance, and other Enhanced Services. You will need to add additional funds to your Prepaid Balance if you wish to make any excluded calls or usage that will incur excess charges. Calls and SMS to 19 Numbers, Diversions to International Numbers, Premium SMS, Premium MMS, and International Roaming are not available.

Excess Data: The **Extra Large Plan** has a certain amount of Included Data each monthly billing cycle. If at any time in a billing cycle you use up the amount of Included Data, we will charge \$10 out of your Prepaid Balance to increase the amount of Included Data available in that particular billing cycle by 2GB. If there are insufficient funds in your Prepaid Balance, mobile data will be unavailable until your Prepaid Balance is topped up or your next billing cycle commences.

See Call Rates and Other Usages Rates below for a pricing summary of excluded key usage types. For full rates and a complete understanding of Inclusions & Exclusions, visit [westnet.com.au/mobile-call-rates](http://westnet.com.au/mobile-call-rates).

#### Coverage

You can only obtain 4G speeds when you use a 4G-ready phone. The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, visit [inet.net.au/mobile-coverage](http://inet.net.au/mobile-coverage).

### Information About Pricing

Plan	Extra Large Plan
Upfront Cost / Monthly Charge	\$39.99
Included Value	Unlimited Calls to Standard Australian Mobile and Landline Numbers (includes 13/1300), SMS & MMS to Australian Numbers, and 100 minutes of standard international calls to select countries (excludes video calls and satellite phones)
Included Data	55GB (charged per KB or part thereof)
Early Termination Charge	N/A
Cost of 1MB Excess Data	\$10 for 2GB blocks (charged per 2GB, rounded up to the nearest GB)

#### Call Rates\*

Usage Types in Australia	Rate	Plan Inclusion
Calls to Standard Australian Numbers (Mobiles & Landlines)	Unlimited	✓
Diversions within Australia	Unlimited	✓
13/1300 Numbers	Unlimited	✓
1800 Numbers	Unlimited	✓
Calls to Westnet Support (1300 786 068)	Unlimited	✓
International Calls (Mobiles & Landlines)	Standard calls to select countries for 100 minutes. Standard International call rates apply after first 100 minutes or for calls to excluded countries. Visit <a href="https://westnet.com.au/mobile-international-rates">westnet.com.au/mobile-international-rates</a> for rate	✓
Video Calls to Australian Numbers	\$1 per minute + 40c flagfall	✗
Video Calls to International Numbers	\$1.50 per minute + 40c flagfall	✗
19 Numbers	Not Available	✗
Directory Assistance (1223)	\$2 per call	✗

#### Other Usage Rates

Usage Types in Australia	Rate	Plan Inclusion
SMS to Australian Numbers	Unlimited	✓
SMS to International Numbers	50c per message (max 160 characters)	✗
MMS to Australian Numbers	Unlimited	✓
MMS to International Numbers	75c per message	✗
Voicemail Deposit	Unlimited	✓
Voicemail Retrieval	Unlimited	✓
Excess Data	\$10 for extra 2GB blocks (charged per 2GB, rounded up to the nearest GB)	✗
Premium SMS	Not Available	✗

International Roaming – International Roaming is not available on Westnet Mobile SIM Only Plans.

\*For full rates and a complete understanding of Inclusions & Exclusions, visit the website [westnet.com.au/mobile-call-rates](https://westnet.com.au/mobile-call-rates).

## Other Information

### Usage Information

You can monitor your Westnet Mobile usage by logging into MyAccount online at [Westnet MyAccount/Login](https://westnet.com.au/my-account/login)

### International Roaming

International Roaming is not available on Westnet Mobile SIM Only Plans.

### Customer Support

Email: [support@westnet.com.au](mailto:support@westnet.com.au)

Phone: 1300 786 068

### Complaints Handling

If you have a dispute with Westnet and wish to take the matter further, please follow the escalation process outlined at [westnet.com.au/complaints](https://westnet.com.au/complaints)

### Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Westnet, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058)

This is a summary only – the full terms and conditions for this service are available at [westnet.com.au/mobile-service-description](https://westnet.com.au/mobile-service-description).