

# Critical Information Summary:

## Off-net ADSL Broadband

### About the Service

The Off-net ADSL service is a broadband internet service which uses the ADSL2+ network to deliver internet connectivity to the Network Boundary Point at your premises.

ADSL2+ requires a basic telephone service in order to function. You can use a suitable telephone service from another provider, or you can use the Westnet Home Phone service and bundle it with our ADSL2+ plans for no additional monthly charge.

- The Critical Information Summary for Home Phone can be found at [www.westnet.com.au/about/legal/cis/cis-homephone.pdf](http://www.westnet.com.au/about/legal/cis/cis-homephone.pdf)

### Included Features

There are a range of value-added features included, with further detail at: [www.westnet.com.au/internet-products/broadband/adsl/offnet/](http://www.westnet.com.au/internet-products/broadband/adsl/offnet/)

- 10 email addresses and email protection
- No excess quota usage charges
- 24/7 customer service

### Plans

All ADSL2+ Off-Net plans come with both Broadband and Home Phone line rental included in the monthly charges. All plans are available standalone, or bundled with the Westnet Home Phone service for the same monthly charge.

Plan Name	Monthly Included Data	Monthly Charge	Total Min. Price (no lock-in contract)	Unit cost 1GB of data included in plan
<b>ADSL2+ Off-net 100</b>	100GB (Anytime)	\$69.99	\$69.99	\$0.70
<b>ADSL2+ Off-net 200</b>	200GB (Anytime)	\$79.99	\$79.99	\$0.40
<b>ADSL2+ Off-net 500</b>	250GB + 250GB (Peak + Off-peak)	\$89.99	\$89.99	\$0.18

- The Total Minimum Price on a monthly contract is one month of plan rental. There are no standard broadband set-up fees.
- If you cancel your ADSL2+ plan but not the Home Phone service, the monthly charge for the Home Phone line rental will be \$49.95 per month for Home Phone that was bundled with the ADSL2+ Unlimited incl LNM Calls plan, or \$29.95 per month for Home Phone with all other ADSL2+ plans.

### Availability

- This service is available in areas serviced by the Off-net ADSL2+ Network. Use our coverage checker [www.westnet.com.au/internet](http://www.westnet.com.au/internet) to check ADSL availability at your address.
- ADSL2 requires a telephone line connected to your address.

### Minimum Term

No lock-in contract with \$0 activation fee.

### Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- Cancelling the ADSL service will also cancel any other Westnet products that are only available with ADSL. Should those products have their own contract, you are liable for their associated break fees.

### Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of \$60. This is to cover our costs in preparing to supply the service to you.
- If you have selected to purchase a modem or Fetch plan from us, the modem purchase fee and/or Fetch Setup fee paid will be credited back to your account once the modem and/or Fetch Set Top box is returned to us in its original condition.

## Required Equipment

- An ADSL2+ compatible modem that is WiFi enabled to connect with wireless devices.
  - A Westnet modem costs \$59.95 on a no lock-in contract plus \$10 delivery fee.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

## Excess Usage

- Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps. You may purchase additional data if required. For more information, see [myhelp.westnet.com.au/node/1190](http://myhelp.westnet.com.au/node/1190)

## Monitoring Your Usage

Customers can obtain information on their usage via My Account at [myaccount.westnet.com.au](http://myaccount.westnet.com.au)

<p><b>Westnet Customer Service</b> Support <b>P: 1300 786 068</b> <b>E: <a href="mailto:support@westnet.com.au">support@westnet.com.au</a></b></p> <p>Sales <b>P: 13 19 60</b> <b>E: <a href="mailto:sales@westnet.com.au">sales@westnet.com.au</a></b></p>	<p><b>Complaints Handling</b> If you are dissatisfied with Westnet, please contact us first, through our escalation process at <a href="http://myhelp.westnet.com.au/node/1414">myhelp.westnet.com.au/node/1414</a> so we can try and resolve your complaint.</p>	<p><b>Telecommunications Industry Ombudsman (TIO)</b> If you are dissatisfied with the outcome of your complaint with Westnet, you may contact the TIO for assistance.</p> <p>TIO <b>P: 1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></p>
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