

Critical Information Summary: Off-Net ADSL Broadband

Information About The Service

If we're unable to connect you to the Westnet Network, we can still provide you with up to ADSL2+ speeds via our residential Off-Net ADSL2+ plan range.

Requirements & Availability

ADSL 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+ Off-Net 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

You will require an ADSL modem to connect your service. If you don't already have one, Westnet can sell you a suitable device at additional cost.

Service availability can be checked using our online coverage calculator: www.westnet.com.au/internet

To ensure you're always connected to the best product available, we may need to change your service, for example, when an upgraded service (like our NBN Fibre service) becomes available. If this happens, we'll inform you ahead of any changes.

Minimum Term

ADSL2+ Off-Net plans are available on either no lock-in contract or on a 24 month contract which comes with an included WiFi modem, and discounted setup fee.

Included Features

There are a range of value-added features included, with further detail on the website:

1GB Webspace	10 Email Addresses & Email Protection
No excess quota usage charges	24/7 Customer Service

Information About Pricing

Monthly Charges

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)	Total Min. Price (24 mth contract)	Unit Cost 1GB of data included in plan
ADSL2+ Off-Net 100	100GB (Anytime)	\$69.99	\$149.94	\$1,689.76	\$0.70
ADSL2+ Off-Net 200	200GB (Anytime)	\$79.99	\$159.94	\$1,929.76	\$0.40
ADSL2+ Off-Net 500	250GB + 250GB (Peak/Off Peak)	\$89.99	\$169.94	\$2,169.76	\$0.18

- The Total Minimum Price on a monthly contract is the standard setup fee (\$79.95) plus one month of plan rental. A \$10 hardware delivery fee also applies if a modem is purchased.
- The Total Minimum Price on a 24 month contract is 24 months of plan rental, plus \$10 delivery fee for the included modem. If you cancel your ADSL2+ Off-Net plan but not the Home Phone service, the monthly charge for the unbundled Home Phone service will be \$29.95 per month.

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on ADSL2+ Off-Net. Instead, traffic beyond the included data will be slowed to 256kbps/256kbps.

- You may purchase a Data Pack at an additional cost for a data top-up, if required.
- Information on Data Pack pricing is available at www.westnet.com.au/internet/broadband/adsl/offnet

Off-Net ADSL Plan	Peak Period	Off-Peak Period	Shaping Speed
ADSL2+ Off-Net 100 & 200	n/a	n/a	256/256kbps
ADSL2+ Off-Net 500	8am-2am	2am-8am	

Setup Fee

Your Broadband setup fee will vary depending on your choice of contract.

Setup Method	No Fixed Term	24 Month Contract
Establish New Service (on suitable existing telephone line)	\$79.95	\$0

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Cancellation Fees

- Applies to 24 month contract term only. These fees cover the costs reasonably incurred by Westnet when the contract commenced.
- Cancelling your Broadband service will also cancel any other Westnet products you've purchased that are only available when bundled with Broadband. Should those products have their own contract, you are liable for their associated break fees.

Contract Break Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
ADSL2+ Off-Net	\$300	\$225	\$150	\$100

Other Information

Usage Information

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

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 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 www.tio.com.au/making-a-complaint