

# Critical Information Summary:

## On-Net ADSL Broadband

### Information About the Service

Westnet ADSL2+ Broadband is a service that delivers high-speed broadband nationwide via our broadband network.

#### Requirements & Availability

ADSL2+ Broadband requires a basic telephone service in order to function. You can use a suitable telephone service from another provider and pay the standard pricing, or you can use a Westnet Phone service (from \$29.95 per month) and receive monthly bundling benefits on your broadband.

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

ADSL2+ availability can be checked using our online coverage calculator: [www.westnet.com.au/internet](http://www.westnet.com.au/internet)

#### Minimum Term

ADSL2+ Broadband plans are available on either no fixed term, or on a 24 month agreement. A 24 month agreement gives access to discounted hardware, as well as \$0 setup when you also bundle with Phone. Home-1 is only available on a 24 month term.

#### Included Features

There are a range of value-added features included with Westnet ADSL2+, with further detail on the website:

<b>Anytime quota</b>	<b>1GB webspace</b>	<b>10 email addresses</b>	<b>Email protection</b>
<b>Access to the Westnet Freezone</b>	<b>No excess quota usage charges</b>	<b>Backup dialup account</b>	<b>24/7 customer service</b>

### Information About Pricing

#### Monthly Charges

When you bundle Westnet ADSL2+ plans with Phone, you'll receive double the quota and \$10 off your monthly broadband, as reflected below. Bundled pricing below does not include the price of Phone.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Min. Price (no contract)	Total Min. Price (24 mth contract)	Unit Cost 1GB of data included in plan
Home-1	50GB	\$39.95	\$263.90	\$1,038.75	\$0.80
Home-1 with Phone	100GB	\$29.95	\$244.95	\$718.80	\$0.30
Home-2	150GB	\$59.95	\$139.90	\$1,518.75	\$0.40
Home-2 with Phone	300GB	\$49.95	\$129.90	\$1,198.80	\$0.17
Home-3	300GB	\$79.95	\$159.90	\$1,998.75	\$0.27
Home-3 with Phone	600GB	\$69.95	\$149.90	\$1,678.80	\$0.12
Home-4	500GB	\$99.95	\$179.90	\$2,478.75	\$0.20
Home-4 with Phone	1000GB	\$89.95	\$169.90	\$2,158.80	\$0.09

- Home-1 is only available on a 24 month agreement. The Total Minimum Price for Home-1 is 1 month of plan rental, plus \$79.95 setup, and the contract break fee. Home-1 with Phone is similarly 1 month of plan rental, discounted setup (\$0) and the contract break fee.
- The Total Minimum Price on a monthly contract is the standard setup fee (\$79.95) plus one month of plan rental.
- The Total Minimum Price on a 24 month contract is the standard setup fee plus 24 months of plan rental. However, when bundled with Phone, the setup fee is waived.

### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on ADSL2+. 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](http://www.westnet.com.au/internet/broadband/adsl)

Off-Net ADSL Plan	Peak Period	Off-Peak Period	
Home-1	8am-2am	2am-8am	256/128kbps
Home-2 & Home-3			256/256kbps
Home-4 & Home-5	9am-1am	1am-9am	

### Setup Fee

Your Broadband setup fee will vary depending on your choice of contract, and bundled services.

Setup Method	No Fixed Term	24 Month Contract
Fast Transfer ('Churn') a suitable existing ADSL service	\$39	\$39
Establish New Service (on suitable existing telephone line)	\$79.95	\$79.95
- As above, bundled with PSTN	\$79.95	\$0

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

### Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable break fee varies based on your bundle:
  - Unbundled ADSL2+, 24 month cancellation is \$144 within the first 6 months
  - Bundled ADSL2+ with Phone, 24 month cancellation is \$215 within the first 6 months
- Cancelling your Broadband service will also result in a cancellation of any other Westnet products you've purchased that are only available when bundled with Broadband. Should those products have their own contract, you will be liable for their associated break fees.

## 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](mailto:support@westnet.com.au), Account assistance via **1300 855 006** or emailing [accounts@westnet.com.au](mailto:accounts@westnet.com.au), or for Sales assistance via **13 19 60**, or emailing [sales@westnet.com.au](mailto:sales@westnet.com.au). See [westnet.com.au/contact](http://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](http://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](http://www.tio.com.au/making-a-complaint)