

CRITICAL INFORMATION SUMMARY:

## Business On-Net ADSL2+ Broadband

### Information About The Service

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

#### Required Services & Availability

ADSL2+ 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 an Westnet Phone service (from \$30 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 checker at [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 BoB2 Rental.

#### Included Features

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

Anytime quota	1GB Webspace	20 email addresses	Email Protection	Annex M
Access to the iiNet Freezone	No Excess quota usage charges	Backup dialup account	Priority Support	Static IP

### Information About Pricing

#### Monthly Charges

When you bundle Westnet ADSL2+ Business plans with Phone, you'll receive more quota and/or discounted plan pricing, 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	Total Min. Price (24 month contract)	Unit cost 1GB of data included in plan
Business-1	50GB	\$69.95	\$218.90	\$1,758.75	\$1.40
Business-1 with Phone	100GB	\$49.95	\$344.90	\$1,278.75	\$0.50
Business-2	150GB	\$89.95	\$238.90	\$2,238.75	\$0.60
Business-2 with Phone	300GB	\$69.95	\$364.90	\$1,758.75	\$0.23
Business-3	300GB	\$109.95	\$258.90	\$2,718.75	\$0.37
Business-3 with Phone	600GB	\$89.95	\$384.90	\$2,238.75	\$0.15
Business-4	600GB	\$129.95	\$278.90	\$3,198.75	\$0.22
Business-4 with Phone	1200GB	\$109.95	\$404.90	\$2,718.75	\$0.09

\*Only downloads counted

- The Total Minimum Price for Unbundled plans is the standard setup fee (\$79.95) plus one month of plan rental, plus early termination fee (\$69).
- The Total Minimum Price for Bundled plans is the standard setup fee (\$79.95), plus one month of plan rental and the contract break fee for cancellation within the first 6 months (as bundles are only sold on contract).
- The Total Minimum Price on a 24 Month Contract is the standard setup fee plus 24 months of plan rental.

### Excess Usage

There are no automatic excess usage charges on ADSL2+, instead traffic beyond the included data will be shaped to 512kbps/512kbps.

- 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)

### 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 BoB2 Rental	N/A	\$0

### Cancellation Fees

- If you sign up to a no fixed term agreement, the maximum applicable break fee is a \$69 early termination fee, should you cancel your service within the first 6 months
- If you sign up to a 24 month contract, the maximum applicable break fee varies based on your bundle;
  - o Unbundled ADSL, 24 month cancellation is \$202 within the first 6 months
  - o Bundled ADSL with Phone, 24 month cancellation is \$243 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 Business customer service for Sales, Support & Billing assistance via **1300 786 006** or emailing [business@westnet.com.au](mailto:business@westnet.com.au). See [www.westnet.com.au/contact](http://www.westnet.com.au/contact) for more detail.

### 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)