

CRITICAL INFORMATION SUMMARY:

Dialup

Information About the Service

Access the internet from anywhere you can find a phone line – no fixed locations or coverage areas. Just plug in your modem and 'dial up' our national access number to get online.

You can even save \$10/month on our dialup plans when you bundle with Westnet Phone.

Requirements & Availability

To connect to dialup you'll need a basic telephone service. You can use a suitable telephone service from another provider and pay the standard pricing, or you can use an Westnet Phone service (from \$29.95 per month) and receive \$10 off the monthly cost of your dialup plan.

You will require dialup modem to connect (either an external modem, or some computers come with an internal modem).

Minimum Term

No monthly terms apply to Westnet dialup services.

Included Features

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

Email Protection	1GB Webspace	5 email addresses
No cutoff times	One national dialup number	24/7 customer service

Information About Pricing

Monthly Charges

When you bundle Westnet Dialup plans with Phone, you'll save at least \$10 on the monthly dialup plan price. Bundled pricing below does not include the price of Phone.

Plan Name	Included Hours	Included Quota	Total Minimum Monthly Price	Total Maximum Monthly Price	Excess/Session Limits
Lite	Unlimited	80MB	\$12.95	\$29.95*	17c/MB, capped at \$17
Lite with Phone	Unlimited	80MB	\$0.00	\$17.00*	17c/MB, capped at \$17
Essentials	Unlimited	Unlimited	\$19.95	\$19.95	4 hour session limit
Essentials with Phone	Unlimited	Unlimited	\$9.95	\$9.95	4 hour session limit
Optima	Unlimited	Unlimited	\$29.95	\$29.95	If congestion, may disconnect after 6hr session
Optima with Phone	Unlimited	Unlimited	\$19.95	\$19.95	If congestion, may disconnect after 6hr session
Premium 5	5 Hours	Unlimited	\$11.00	N/A	\$3.30 per hour, no cap
Premium 5 with Phone	5 Hours	Unlimited	\$0.00	N/A	\$3.30 per hour, no cap
Premium 15	15 Hours	Unlimited	\$22.00	N/A	\$2.20 per hour, no cap
Premium 15 with Phone	15 Hours	Unlimited	\$12.00	N/A	\$2.20 per hour, no cap

Standard	Unlimited	Unlimited	\$44.00	\$44.00	If congestion, may disconnect after 12hr session
Standard with Phone	Unlimited	Unlimited	\$34.00	\$34.00	If congestion, may disconnect after 12hr session
Permanent	Unlimited	Unlimited	\$66.00	\$66.00	N/A
Permanent with Phone	Unlimited	Unlimited	\$56.00	\$56.00	N/A

Setup & Contracts

Dialup connections are not held to any contract term, do not incur any contract break fees, nor do they incur a setup cost.

Other Information

Usage Information

Customers can obtain information on your dialup 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 www.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 https://iihelp.Westnet.net.au/Complaints_escalation_process

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