

CRITICAL INFORMATION SUMMARY:

BoB2 Rental

Information About The Service

Our BoB2 modem lets you enjoy fast broadband, great wireless range and performance, and the option of using the NBN, Fibre, and Fetch TV. BoB2 also comes with a phone handset and answering machine, supporting Netphone VoIP and up to two phone lines.

Need another reason to rent BoB2? Bundle with BoB2 Rental and we'll even waive your broadband setup costs.

Requirements & Availability

You will require:

- An Westnet broadband Internet service
- A separate VoIP plan if you wish to make use of the VoIP features of the modem

Full technical specifications are available at www.westnet.com.au/hardware/bob/specs/

Minimum Term

A minimum term of 24 months applies to BoB2 Rental. Separate contract terms may apply for your broadband plan.

Information About Pricing

Monthly Charges

The cost of BoB2 Rental is in addition to your standard monthly Westnet broadband & voice product charges. Please note you will be required to return the equipment when you cease rental.

Rental Hardware Type	Minimum & Maximum Monthly Payment	Total Min Price (24 Month Contract)
BoB2	\$9.95	\$1,197.60

- Because BoB2 Rental is only available when combined with a broadband service, the total minimum price is calculated as 24 months of the \$39.95 monthly for the entry level ADSL2+ Home-1 unbundled plan + \$9.95 BoB2 Rental fees.
- Broadband setup fees are waived when you bundle with BoB2 Rental
- No postage costs are charged to deliver the unit

Early Cancellation Charges

- If you end your BoB2 Rental contract early, you will be required to pay back the leaving costs reasonably incurred by Westnet. These costs differ based on whether the modem is returned or not, as detailed further below.

Contract cancellation	within 6 months	7-24 months
Cancellation with returned BoB2	\$150	\$75
Cancellation without returning BoB2	\$279	\$125

Full terms can be viewed at www.westnet.com.au/hardware/bob/terms/

Other Information

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 **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**