

CRITICAL INFORMATION SUMMARY

Mobile Broadband

Information About The Service

Westnet Mobile Broadband is a high speed 3G or 4G wireless broadband services, with extensive national coverage via the Optus mobile broadband network. There are a range of value-added services included with Westnet mobile Broadband (such as email accounts, 1GB Web space, and protection). These are documented on our website.

You will require a suitable 3G or 4G modem to connect your service. If you don't already have one, Westnet can sell you a suitable device as part of the setup fee.

Westnet Mobile Broadband availability can be checked using our online coverage checker, which is available at www.westnet.com.au/internet/broadband/mobile/coveragemap/

A minimum term of 12 Months applies to 3G Mobile Broadband and 1 Month for 4G Mobile Broadband. Alternatively, a 24 month contract is available for both.

Information About Pricing

Minimum Monthly Charge & Standardised Cost

There are currently four Westnet 3G Mobile Broadband plans and four Westnet 4G Mobile Broadband plans, all as shown in the following tables:

3G Plan Names	Monthly Included Data		Minimum Monthly Charge	Total Min. Price (12 mth Contract)	Total Min. Price (24 mth Contract)	Unit Cost 1GB of data included in plan
	Peak (7am - midnight EST)	Off-Peak (midnight - 7am EST)				
3G Mobile Broadband Plan 2GB	1 GB	1 GB	\$14.95	\$204.40	\$383.80	\$7.47
3G Mobile Broadband Plan 4GB	2 GB	2 GB	\$19.95	\$264.40	\$503.80	\$4.99
3G Mobile Broadband Plan 8GB	4 GB	4 GB	\$29.95	\$384.40	\$743.80	\$3.74

4G Plan Names	Monthly Included Data	Minimum Monthly Charge SIM only	Total Min. Price (1 mth Contract)	Total Min. Price (24 mth Contract)	Unit Cost 1GB of data included in plan
4G Mobile Broadband Plan 5GB	5 GB	\$29.95	\$54.95	\$743.80	\$5.99
4G Mobile Broadband Plan 10GB	10 GB	\$34.95	\$59.95	\$863.80	\$3.49
4G Mobile Broadband Plan 15GB	15 GB	\$54.95	\$79.95	\$1343.80	\$3.66
4G Mobile Broadband Plan 20GB	20 GB	\$74.95	\$99.95	\$1823.80	\$3.74

* The Total Minimum Price on a 12 Month Contract is the standard setup fee plus 12 Months Plan rental.

** The Total Minimum Price on a 24 Month Contract is the standard setup fee plus 24 Months Plan rental.

Setup Fee

An Westnet Mobile SIM is required in order to use the service.

- A \$20 charge applies for an Westnet Mobile Broadband SIM (either standard, Micro, or Nano Sim); this includes delivery anywhere in Australia. This fee does not apply when taking a 3G or 4G modem on a contracted plan.

Setup Hardware Options	1 Month Contract (4G only)	12 Month Contract	24 Month Contract
Westnet MBB Sim Card Only	\$20	\$20	\$20
MobiiBroadband 3G	NA	\$29	\$0
MobiiHotspot 3G	NA	\$99	\$29
MobiiBroadband 4G	\$179	NA	\$0
MobiiHotspot 4G	\$229	NA	\$49

Further information: www.westnet.com.au/internet/broadband/mobile/

Excess Usage Charges

If you use more than the monthly inclusion of data – and/or you use other services that are not part of the monthly inclusion – then you will incur charges above the minimum monthly charge.

- The Excess Usage charge on 3G Mobile Broadband Services are 5c/MB
- The Excess Usage charge on 4G Mobile Broadband Services are 2c/MB

3G billing records are available via Toolbox within 20 minutes of usage. Please be aware that billing information is not received instantly by Westnet on 4G, and in some cases can be delayed by several days after the usage charge has been incurred. This means that spend limits can hence be out of date by the time they are applied.

You are still responsible for all charges incurred due to usage beyond the spend limit.

Contract Break Fees

Setup Hardware Options	3G	4G
24 month contract		
1-6 months		\$29
7-12 months		\$99
13-18 months	\$179	
19-24 months	\$229	
12 month contract		
<i>This fee applies if you leave at any time within the 12 month contract</i>	\$35	N/A
SIM-only 12 month contract - break fee		
<i>When you purchase an Westnet SIM to use in your own hardware, this fee applies if you leave at any time within the 12 month contract.</i>	\$35	N/A

Other Information

Call and Data Usage Information

Westnet Mobile customers can obtain information:

- On Westnet Mobile usage pricing at www.westnet.com.au/internet/broadband/mobile/
- On their Westnet Mobile 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 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