

CRITICAL INFORMATION SUMMARY

## Mobile Voice

### Information About The Service

Westnet Mobile Voice is a post-paid 'SIM-only' mobile phone service that supports 4G technology - you'll need to bring your own mobile phone handset, or purchase one from our range.

It is available to existing Westnet customers who have an Westnet access service (including xDSL, Dialup, NBN Fibre, NBN Wireless, NBN Satellite, FTTH, Mobile Broadband, Westnet Satellite)

A minimum term of one month applies to Westnet Mobile services.

#### What's Included

Standard national voice calls, national video calls, standard national and international SMS and MMS (national SMS and MMS only on \$60 plan), calls to 1300/13/1800, Voicemail and national diversions, SurePage. (Please note international SMS and MMS refers to messages sent from Australia to international numbers, not international roaming.)

#### What's not Included

International Voice including calls to fixed lines or GSM mobiles that switch/divert or re-route overseas, International Diversions, International Video, International Roaming, International Video Calling, 124 YES (937), Optus Zoo Browsing, Optus Zoo Downloads, Content Packs (unless specified in promotions), TrueLocal usage, Directory Assistance, Premium Calls/SMS/MMS, VOIP services and usage, and 19XX services. Charges for these calls, SMS and MMS can be found at [westnet.com.au/phone/mobile-phones/terms/](http://westnet.com.au/phone/mobile-phones/terms/)

Some services not available on all handsets. Please contact your handset supplier or manufacturer's website for details.

### Information About Pricing

#### Minimum Monthly Charge

There are currently four Westnet Mobile plans, as shown in the following table:

Plan Name	Monthly Included Standard Calls & Text	Monthly Included Standard Calls	Monthly Included Standard Text	Monthly Included Calls to Westnet Mobiles	Monthly Included Data	Minimum Monthly Charge	Total Minimum Price**
15 Plan	\$200	-	-	-	200 MB	\$15.00	\$35.00
30 Plan	-	\$500	All included	-	1.5 GB	\$30.00	\$50.00
45 Plan	-	\$800	All Included	All Included	3 GB	\$45.00	\$65.00
60 Plan	All Included	-	-	All Included	3 GB	\$60.00	\$80.00

\*\* Total Minimum Price includes \$20 SIM charge (including delivery), plus one month of Westnet Mobile Voice plan rental.

#### Maximum Monthly Charges

If you use more than the monthly inclusion of calls, texts or 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.

- Westnet Mobile features a number of spend management tools, including usage notifications and sub-limits for various transaction types.
- Westnet reserves the right to restrict services once monthly billings are greater than \$200.

Please be aware that billing information is not received instantly by Westnet, 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.

#### Setup Fee

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

- A \$20 charge applies for an Westnet Mobile SIM (either standard, Micro, or Nano Sim); this includes delivery anywhere in Australia.
- You can either port an existing Australian mobile phone number to your Westnet Mobile service; or we can allocate you a new number.

Further information: [www.westnet.com.au/phone/mobile-phones/sim-only/](http://www.westnet.com.au/phone/mobile-phones/sim-only/)

### Early Termination Charge

The Westnet Mobile service has no early cancellation charges. Your only commitment is the 'one month rolling contract' that is inherent in paying one month's rental in advance on the service.

### Standardised Cost Information

The following table indicates the rate at which your monthly included value will be consumed and the cost of additional usage outside of the monthly included value:

2 Minute Standard National Mobile Call	A standard national mobile call incurs a flagfall of \$0.35 and a per minute rate of \$0.90. Hence a 2 minute national mobile call will cost \$2.15.
Standard National Mobile SMS	A standard national mobile SMS will cost \$0.25.
One Megabyte of Data within Australia	Using one Megabyte of data within Australia will cost \$0.075 on the \$15 plan; \$0.02 on the \$30 plan; \$0.015 on the \$45 plan; and \$0.02 on the \$60 plan. Any excess data usage above your monthly allowance will be charged at \$0.05 per MB

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make the following number of calls per month within the monthly included value of your plan:

Plan Name	Number of standard national mobile calls each of 2 minutes duration
15 Plan	93
30 Plan	232
45 Plan	372
60 Plan	All Included

## Other Information

### Call and Data Usage Information

Westnet Mobile customers can obtain information:

- On Westnet Mobile usage pricing at [www.westnet.com.au/phone/mobile-phones/sim-only/](http://www.westnet.com.au/phone/mobile-phones/sim-only/)
- On their Westnet Mobile usage at <https://myaccount2.westnet.com.au/>

### International Roaming Costs

Using your mobile phone overseas attracts significantly higher rates than standard Westnet Mobile charges:

- All call and data charges while roaming are excluded from your monthly included value amounts.
- Using Social Media while overseas is not included in your plan - this includes photo uploads and downloads. Charges apply to all data sent & received.
- Charges also apply for both making and receiving calls when roaming overseas.

While you are roaming overseas, usage details may take days or weeks to reach Westnet, meaning you may not receive timely usage warnings. Regardless, you are responsible for all charges made on your service when overseas.

### 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 [www.westnet.com.au/contact](http://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](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)