

# Critical Information Summary:

## NBN Fibre

### Information About The Service

The NBN Fibre service is a broadband internet service which uses the NBN Optical Fibre Access Network to deliver internet connectivity at the Network Boundary Point at your premises.

#### Requirements & Availability

The NBN Fibre service is only available within an NBN Fibre ready service area. Standard installations are done without charge to you. Non-standard installations may require you to pay additional charges.

NBN Fibre availability can be checked using the online coverage checker at:

[www.westnet.com.au/internet/broadband/nbn/coverage/](http://www.westnet.com.au/internet/broadband/nbn/coverage/)

You will require an NBN ready router if you want to connect multiple devices at once. The router will need to be WiFi or VoIP enabled if you want to connect wireless devices or a VoIP telephone service to your NBN Fibre connection. If you don't already have one, Westnet can sell or rent you a suitable device at an additional cost

#### Minimum Term

NBN Fibre plans are available on a 24 month term which gives you a \$0 cost activation fee and access to discounted hardware.

#### Included Features

There are a range of value-added features included with NBN Fibre plans, with further detail on the website.

On and off peak quota	1GB Webspace	10 email addresses	Email Protection
Access to the Westnet Freezone	No Excess quota usage charges	Data Packs	24/7 Customer Service

### Information About Pricing

#### Monthly Charge

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (24 Month contract)	Unit Cost 1GB of data included in plan
<b>NBN Fibre 1 (12/1)</b>	20GB + 20GB	\$49.95	\$1,198.80	\$1.25
<b>NBN Fibre 1 (25/5)</b>	20GB + 20GB	\$54.95	\$1,318.80	\$1.37
<b>NBN Fibre 1 (50/20)</b>	20GB + 20GB	\$64.95	\$1,558.80	\$1.62
<b>NBN Fibre 1 (100/40)</b>	20GB + 20GB	\$69.95	\$1,678.80	\$1.75
<b>NBN Fibre 2 (12/1)</b>	100GB + 100GB	\$59.95	\$1,438.80	\$0.30
<b>NBN Fibre 2 (25/5)</b>	100GB + 100GB	\$64.95	\$1,558.80	\$0.32
<b>NBN Fibre 2 (50/20)</b>	100GB + 100GB	\$74.95	\$1,798.80	\$0.37
<b>NBN Fibre 2 (100/40)</b>	100GB + 100GB	\$79.95	\$1,918.80	\$0.40
<b>NBN Fibre 3 (12/1)</b>	500GB + 500GB	\$79.95	\$1,918.80	\$0.08
<b>NBN Fibre 3 (25/5)</b>	500GB + 500GB	\$84.95	\$2,038.80	\$0.084
<b>NBN Fibre 3 (50/20)</b>	500GB + 500GB	\$94.95	\$2,278.80	\$0.094
<b>NBN Fibre 3 (100/40)</b>	500GB + 500GB	\$99.95	\$2,398.80	\$0.099

- The Total Minimum Price on a 24 month contract is 24 months of plan rental.

Further information: [www.westnet.com.au/internet/broadband/nbn/](http://www.westnet.com.au/internet/broadband/nbn/)

### Setup Fee

The below setup fee is applicable when signing up to a NBN Fibre plan for an installation.

Service	Details	Charge (24 Month Contract)
NBN Fibre	Standard Installation	\$0

*Any cabling that is required in your premises beyond the Network Boundary point is your responsibility*

### Excess usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on NBN Fibre instead traffic beyond the included data quota will be slowed to 256 kbps/256kbps.

- You may purchase data packs at an additional cost for a data quota top up, if required.
- Information on data pack pricing is available at:  
**[myhelp.westnet.com.au/display/home/Data+Packs+Information](http://myhelp.westnet.com.au/display/home/Data+Packs+Information)**

### Cancellation Fee

- The maximum applicable break fee is \$200 within the first 6 months. The following NBN Fibre break fees apply thereafter. These fees cover the costs reasonably incurred by Westnet when the contract commenced.
- Cancelling your NBN Fibre service will also result in a cancellation of any other Westnet products you've purchased that are only available when bundled with NBN Fibre. Should those products have their own contract, you will be liable for their associated break fees.

Contract Break Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
24 Month Contract	\$200	\$150	\$100	\$80

## Other Information

### Call Usage Information

Customers can obtain information on their Phone usage at <https://myaccount2.westnet.com.au/>

### Battery Backup and Power Outages

Westnet NBN Fibre has the ability to work in a power outage if a battery backup is installed with your NBN Fibre service. In order for your service to work in a power outage please be aware;

- You must have an active battery backup unit installed. (This is optional and you can elect to get this installed at no extra cost when you apply for NBN Fibre with Westnet)
- Access to the internet will only be available with a battery powered device (like a laptop) by connecting directly to the data port on the NBN Connection Box.
- During a power outage, the battery will provide power for a limited period of time, a fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

### 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 [westnet.com.au/contact](http://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 [westnet.com.au/legal/complaints-escalation-process.html](http://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 [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)

*Further information: [www.westnet.com.au/internet/broadband/nbn/](http://www.westnet.com.au/internet/broadband/nbn/)*