

Critical Information Summary:

NBN

Information About The Service

The NBN service is a broadband internet service which uses the NBN Fibre (FTTP, FTTB, FTTN, FTTC or HFC) Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every NBN plan we offer our NBN Phone service at no additional cost, with great call rates and call inclusions depending on your plan of choice. The Critical Information Summary for NBN Phone can be found at: www.westnet.com.au/about/legal/cis/cis-nbn-phone.pdf

Requirements & Availability

The NBN service is only available within an NBN (FTTP, FTTB, FTTN, FTTC or HFC) ready service area. NBN availability can be checked using our online coverage calculator: www.westnet.com.au/internet/broadband/nbn/coverage/

You need to purchase a Westnet modem to use the included NBN Phone service. The modem costs \$99.95 on a no lock-in contract (discounted to \$59.95 if you take a 6 month contract or if you are an existing customer) plus \$10 delivery fee. The Westnet modem is WiFi enabled for connecting wireless devices. If you choose to use your own modem, you will be able to use the NBN service but the NBN Phone service will not work on a third party modem. You will also need a standard phone handset (approved for use in Australia) to use your included NBN Phone service.

Minimum Term

NBN plans are available on a no lock-in contract. A 6 month contract is also available to new customers.

Included Features

There are a range of value-added features included with NBN plans, with further details at: www.westnet.com.au/nbn

Unlimited Data (on selected plans)	NBN Phone offered	\$0 Activation Fee
	24/7 Customer service	No Excess quota usage charges

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	NBN Phone Call Charges	Monthly Charge	Total Min. Charge (no lock-in contract)	Total Min. Charge (6 month contract)
NBN12 500	500GB	Pay as you go	\$59.99	\$169.94	\$429.89
NBN25 Unlimited	Unlimited	Pay as you go	\$69.99	\$179.94	\$489.89
NBN50 Unlimited	Unlimited	Pay as you go	\$74.99	\$184.94	\$519.89
NBN50 Unlimited Incl LNM Calls	Unlimited	Includes calls to local, standard national & Australian mobiles	\$79.99	\$189.94	\$549.89
NBN100 Unlimited	Unlimited	Pay as you go	\$99.99	\$209.94	\$669.89
NBN100 Unlimited Incl LNM Calls	Unlimited	Includes calls to local, standard national & Australian mobiles	\$109.99	\$219.94	\$729.89

- NBN Speeds:** FTTN, FTTC & FTTB speeds to be confirmed when active. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Westnet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. You can learn more about NBN speeds here: <https://myhelp.westnet.com.au/node/1699>. NBN12, NBN25, NBN50 & NBN100 indicate the underlying NBN wholesale connection speed tier and translate to the typical speeds below.

Speed Tier	Typical Evening Speeds (7pm – 11pm)	
	Download speeds	Upload speeds
Basic (NBN12)	10.7Mbps	1Mbps
Standard (NBN25)	20.8Mbps	Between 1Mbps & 5Mbps
Standard Plus (NBN50)	43.7Mbps	Between 1Mbps & 20Mbps
Premium (NBN100)	83.3Mbps	Between 1Mbps & 40Mbps

Further information: www.westnet.com.au/nbn

- Total Minimum Charge on a 6 month contract is 6 months of plan rental, \$59.95 for modem plus \$10 modem delivery fee.
- Total Minimum Charge on a no lock-in contract is one month of plan rental, \$99.95 for modem plus \$10 modem delivery fee. The modem is discounted to \$59.95 for existing Westnet customers.
- Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.
- Full list of NBN Phone call rates can be found here: www.westnet.com.au/nbn

Set-up Fee

- This NBN service does not have a set-up fee.

Service	Details	Charge (No lock-in contract)	Charge (6 month contract)
NBN (FTTP, FTTB, FTTN, FTTC and HFC)	Activation Fee	\$0	\$0

- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

Excess usage

Both uploads and downloads count towards your monthly included data. There are no excess usage charges on NBN – instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for NBN12 500. Unlimited plans are not shaped. You may purchase additional data if required: for more information, see here:

<https://myhelp.westnet.com.au/display/page/19628094>

Cancellation Fees

- If you sign up to a 6 month contract term but terminate the service before the period ends, you will need to pay \$40 break fee. These fees cover the costs reasonably incurred by Westnet when the contract commenced.
- Cancelling your NBN service will also cancel any other Westnet products you've purchased that are only available when bundled with NBN. Should those products have their own contract, you are liable for their associated break fees.

Order Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of \$60. This is to cover our costs in preparing to supply the service to you.
- If you have selected to purchase a modem or Fetch plan from us, the modem purchase fee and/or Fetch Setup fee paid will be credited back to your account once the modem and/or Fetch Set Top box is returned to us in its original condition.

Other Information

Usage Information

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

NBN Access Technologies

Our NBN service can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Hybrid Fibre-Coaxial (HFC) as Ethernet, Fibre to the Curb (FTTC) as Ethernet. Fibre to the Basement (FTTB) as VDSL2 or Fibre to the Node (FTTN) as VDSL2. More information on NBN access technologies is available here: www.westnet.com.au/nbn.

Battery Backup and Power Outages

Your NBN service does not include a battery backup. This means your household will be unable to access any internet and telephony services provided by nbn™ during a power outage. This includes making calls to emergency service numbers like 000. Please ensure you have alternate ways of making calls, such as a mobile phone.

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 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

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

Further information: www.westnet.com.au/nbn