

CRITICAL INFORMATION SUMMARY:

Residential NBN Fixed Wireless

Information About The Service

The NBN Fixed Wireless Service is a broadband Internet service which uses the NBN Fixed Wireless Customer Access Network to deliver Internet connectivity at the Network Boundary Point at your Premises.

Required Services & Availability

The NBN Fixed Wireless service is only available within an NBN Fixed Wireless service area. Unless your premises is already connected, you will need to be connected to the NBN Fixed Wireless Network to receive this service. Standard installations are done without charge to you. Non-standard installations may require you to pay charges.

You will require an NBN ready router to connect to your NBN Fixed Wireless services. If you don't already have one, Westnet can sell or rent you a suitable device at an additional cost.

NBN Fixed Wireless availability can be checked using your online coverage checker at www.westnet.com.au/nbn/nbn-coverage-map.html

Minimum Term

NBN Fixed Wireless Broadband plans are available on either a no fixed term agreement, or on a 24 month which gives access to discounted BoB hardware.

Included Features

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

On and off peak quota	1GB Webspace	10 email addresses	Email Protection
Turbo speed packs	No Excess quota usage charges	Data packs	Access to the Westnet Freezezone

Information About Pricing

Monthly Charges

When you bundle Westnet NBN Fixed Wireless plans with Phone, you'll receive discounted plan pricing, as reflected below. Bundle pricing does not include the price of Phone.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (no contract)	Unit Cost 1GB of data included in plan
NBN Fixed Wireless 1 (12/1)	20GB + 20GB	\$49.95	\$49.95	\$1.25
NBN Fixed Wireless 1 (12/1) with Phone	20GB + 20GB	\$39.95	\$39.95	\$0.99
NBN Fixed Wireless 2 (12/1)	100GB + 100GB	\$59.95	\$59.95	\$0.30
NBN Fixed Wireless 2 (12/1) with Phone	100GB + 100GB	\$49.95	\$49.95	\$0.25

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

Setup Fee

There is no set-up fee or installation charges to sign up to an NBN Fixed Wireless service. Any cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility.

Excess Usage

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

- 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 www.westnet.com.au/nbn/wireless/plans/

Early Termination Charge

If you cancel your service during the initial 24 month period, there is no early termination fee on the NBN Fibre plan. Cancelling your NBN Fixed Wireless Service will also result in a cancellation of any other Westnet products you've purchased that are only available when bundled with NBN Fixed Wireless. Should those products have their own contract, you will be liable for their associated break fees.

Other Information

Usage Information

Customers can obtain information on their Residential NBN Fixed Wireless usage information at <https://myaccount2.westnet.com.au/>

Customer Service Contact Details

You can contact Westnet customer service for Support & Billing assistance via **1300 455 806**, or for Sales assistance via **13 19 60**.

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