

## Critical Information Summary:

### 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.

With every NBN Fixed Wireless plan we also include Netphone at no additional cost. Netphone is our Voice over IP (VoIP) service which includes your local and standard national calls. Typically you can transfer your existing landline number to Netphone. Further information on Netphone is available at:

[www.westnet.com.au/about/legal/cis/cis-voip.pdf](http://www.westnet.com.au/about/legal/cis/cis-voip.pdf)

#### Requirements & Availability

The NBN Fixed Wireless service is only available within an NBN Fixed Wireless service area. NBN Fixed Wireless 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/)

Standard installations are completed without charge to you. Non-standard installations may require you to pay additional charges.

You will require an NBN-compatible 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 make use of your Netphone service. If you don't already have one, Westnet can sell or rent you a suitable device at an additional cost.

#### Minimum Term

NBN Fixed Wireless plans are available on either no lock-in contract, or on a 24 month contract. A 24 month contract gives access to discounted hardware, as well as \$0 activation (\$79.95 on a no lock-in contract).

#### Included Features

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

Local and standard national calls included with Netphone	1GB Webspace	10 email addresses	Email Protection
Access to the Westnet Freezezone	No Excess quota usage charges	Anytime quota	24/7 Customer Service

#### Information About Pricing

##### Monthly charges

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (No lock-in contract)	Total Minimum Price (24 month contract)	Unit Cost 1GB of data included in plan
NBN Wireless 1 (12/1)	50GB	\$59.90	\$139.85	\$1,437.60	\$1.20
NBN Wireless 1 (25/5)	50GB	\$64.90	\$144.85	\$1,557.60	\$1.30
NBN Wireless 2 (12/1)	250GB	\$69.90	\$149.85	\$1,677.60	\$0.28
NBN Wireless 2 (25/5)	250GB	\$74.90	\$154.85	\$1,797.60	\$0.30

- The Total Minimum Price on a 24 month contract is 24 months of plan rental.
- The Total Minimum Price on no lock-in contract is the activation fee (\$79.95) plus one month of plan rental.

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

### Setup Fee

The below activation fee is applicable when signing up to an NBN Fixed Wireless plan.

Service	Details	Charge (No lock-in contract)	Charge (24 month contract)
<b>NBN Fixed Wireless</b>	Activation Fee	<b>\$79.95</b>	<b>\$0</b>

*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 Fixed Wireless – 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 Fees

- Applies to 24 month contract term only - the maximum applicable break fee is \$200 within the first 6 months. The below NBN Fixed Wireless break fees apply thereafter. These fees cover the costs reasonably incurred by Westnet when the contract commenced.
- 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.

Contract Break Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
24 month contract	\$200	\$150	\$100	\$80
No lock-in contract	\$0	\$0	\$0	\$0

## Other Information

### Usage Information

Customers can obtain information on their NBN Fixed Wireless 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](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)**