

Critical Information Summary:

NBN Wireless

Information About The Service

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

With every NBN Wireless plan we include our Netphone (Voice over IP) phone service at no additional cost, offering great call rates and call inclusions depending on your plan of choice. The Critical Information Summary for Netphone can be found at: www.westnet.com.au/about/legal/cis/cis-nbn-netphone.pdf

Requirements & Availability

The NBN Wireless service is only available within an NBN Fixed Wireless service area. NBN Wireless availability can be checked using our coverage checker at: www.westnet.com.au/internet/broadband/nbn/coverage/

You will require an NBN ready router if you want to connect multiple devices at once. Your router will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your included Netphone service. You will also need a standard phone handset (approved for use in Australia) to use your included Netphone service.

Minimum Term

NBN Wireless plans are available on either a no lock-in contract, or on a 24 month contract. A 24 month contract offers an included WiFi modem, 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 Wireless plans, with further detail on the website.

Unlimited Data (on selected plans)	Netphone included	Contract flexibility
	24/7 Customer service	No excess quota usage charges

Information About Pricing

Monthly charges

Plan Name	Monthly Included Data	Netphone Call Charges	Monthly Charge	Total Min. Charge (no lock-in contract)	Total Min. Charge (24 month contract)	Unit Cost 1GB of data included in plan
NBN 250 Basic	250GB	Pay as you go	\$59.99	\$139.94	\$1,439.76	\$0.24
NBN Unlimited Basic	Unlimited	Pay as you go	\$69.99	\$149.94	\$1,679.76	N/A
NBN Unlimited Boost Incl LN Calls	Unlimited	Includes calls to local & standard national	\$79.99	\$159.94	\$1,919.76	N/A
NBN Unlimited Boost Incl LNM Calls	Unlimited	Includes calls to local, standard national & Australian mobiles	\$89.99	\$169.94	\$2,159.76	N/A

- Total Minimum Charge on a 24 month contract is 24 months of plan rental. A \$10 modem delivery also applies if a modem is supplied.
- Total Minimum Charge on no lock-in contract is the activation fee (\$79.95) plus one month of plan rental.
- 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.
- Basic and Boost indicate the underlying NBN wholesale connection speed. Basic means speeds of between

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

5Mbps and 12Mbps download/1Mbps upload; Boost means speeds of between 5Mbps and 25Mbps download/between 1Mbps and 5Mbps upload. Due to a number of factors, speeds may vary and may be slower than the maximum NBN wholesale connection speeds.

Learn more about NBN speeds at: <http://myhelp.westnet.com.au/node/1699>

- Full list of Netphone call rates is available at www.westnet.com.au/nbn-netphone

Setup Fee

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

Service	Details	Charge (no lock-in contract)	Charge (24 month contract)
NBN Wireless	Activation Fee	\$79.95	\$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 automatic excess usage charges on NBN Wireless – instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for NBN 250 Basic. Unlimited plans are not shaped. You may purchase additional data if required: for more information, see:

myhelp.westnet.com.au/display/home/Data+Packs+Information

Cancellation Fees

- Applies to 24 month contract term only - the maximum applicable break fee is \$300 within the first 6 months. The below NBN Wireless break fees apply thereafter. These fees cover the costs reasonably incurred by Westnet when the contract commenced.
- Cancelling your NBN Wireless service will also cancel any other Westnet products you've purchased that are only available when bundled with NBN Wireless. Should those products have their own contract, you are 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	\$300	\$225	\$150	\$100

Other Information

Usage Information

Customers can obtain information on their NBN Fixed Wireless usage at <https://myaccount3.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, 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