

Critical Information Summary:

NBN Netphone (VoIP)

Information About The Service

NBN Netphone is a Voice over IP (VoIP) service which allows you to make cheap calls through your residential NBN broadband internet service, instead of your traditional phone line.

For Netphone provided through other broadband internet services please see the VoIP Critical Information Summary at: www.westnet.com.au/about/legal/cis/cis-voip.pdf

Requirements & Availability

NBN Netphone is only available with a Westnet NBN Fibre (FTTP, FTTB, FTTN or HFC) or NBN Wireless plan. NBN Netphone is not available on NBN Satellite and is not sold as a standalone service. You will find information about the different NBN plans and check if they are available at your address on our website.

You will require a VoIP enabled modem (along with a standard phone handset approved for use in Australia) to use your NBN Netphone service. If your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA). If you have an NBN HFC service, you will need the modem we supplied with the NBN HFC plan to use your NBN Netphone service.

A waiver of the Customer Service Guarantee is required for NBN Netphone.

Minimum Term

No minimum term applies for NBN Netphone, but there may be one for your NBN plan.

Included Features

All NBN Netphone services include a range of great features listed in the table below. Check out other features you can get at: www.westnet.com.au/nbn-phone, additional fees may apply.

3-Way Calling	Call Barring	Call Forwarding
Call Waiting	Calling Line ID Blocking	

Information About Pricing

Monthly Charges

No monthly rental is charged with NBN Netphone as it is included with your NBN plan.

Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile*	International **	1300 & 13
Netphone	15c /call untimed <i>Included with selected plans[^]</i>	15c /call untimed <i>Included with selected plans[^]</i>	29c/min <i>Included with selected plans[^]</i>	From 5c/min	30c/call untimed

*Calls to Australian Mobile are charged per 30 second block

**International rates vary by destination, full rates at www.westnet.com.au/nbn-phone. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

[^]Refer to relevant product Critical Information Summary for detail on plans with included value.

- No flagfall charges. Acceptable Use Policy applies and is available at www.westnet.com.au/about/legal
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling Westnet. A list of these countries is available at www.iihelp.iinet.net.au/support/node/11531
- Not all call types are supported. For more information visit www.westnet.com.au/nbn-phone

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

Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable use policy applies. For more information visit www.westnet.com.au/nbn-phone

Call Value Pack	Monthly Pack Price
All your calls to landlines in our top 20 international destinations	\$10

Setup Fee

No setup fees are charged with NBN Netphone services.

Early Cancellation Fees

NBN Netphone plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for your paired NBN plan.

Other Information

Usage Information

Customers can obtain information on their NBN Netphone usage at <https://myaccount.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