

Critical Information Summary:

NBN Satellite

About the Service

The NBN Satellite service is a broadband internet service which uses the NBN Long Term Satellite (LTS) Network to deliver internet connectivity to the Network Boundary Point at your premises.

Included Features

There are a range of value-added features included with NBN plans, with further details here:

www.westnet.com.au/nbnsatellite

- No excess quota usage charges
- No lock-in contract
- 24/7 customer service

Minimum Term

No lock-in contract with \$0 activation fee.

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- Cancelling the NBN Satellite service will also cancel any other Westnet products that are only available with NBN Satellite. Should those products have their own contract, you are liable for their associated break fees.

Withdrawal Fees

- If you withdraw an order that you placed with us you will need to pay a \$60 withdrawal fee.
- If you selected to purchase a modem, the modem purchase fee paid will be credited back to your account once the modem is returned to us in its original condition.

Plans

Plan Name	Speed Tier	Monthly Included Peak Data	Monthly Included Off-Peak Data	Monthly Charge	Total Min. Charge (no lock-in)	Unit Cost 1GB of data included in plan
NBN12 Satellite 150	NBN12	30GB	120GB	\$39.99	\$39.99	\$0.27
NBN25 Satellite 150	NBN25	30GB	120GB	\$44.99	\$44.99	\$0.30
NBN12 Satellite 200	NBN12	45GB	155GB	\$49.99	\$49.99	\$0.25
NBN25 Satellite 200	NBN25	45GB	155GB	\$54.99	\$54.99	\$0.27
NBN12 Satellite 250	NBN12	60GB	190GB	\$59.99	\$59.99	\$0.24
NBN25 Satellite 250	NBN25	60GB	190GB	\$64.99	\$64.99	\$0.26

- Total Minimum Charge on no lock-in contract is one month of plan rental.
- Peak Data usage times are 7am to 1am. Off-peak Data usage times are 1am to 7am.

Availability

- This service is available in areas serviced by the NBN (Long Term Satellite). Use our coverage checker www.westnet.com.au/internet-products/broadband/nbn/coverage to check NBN availability at your address.
- Non-standard installations may incur additional fees. An nbn™ \$300 New Development Charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.

Required Equipment

- An NBN compatible modem that is WiFi enabled to connect with wireless devices. For more information, see myhelp.westnet.com.au/node/1699#hardwarelookup
 - A Westnet modem costs \$59.95 on a no lock-in contract plus \$10 delivery fee.
- 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.

NBN Speeds

- NBN12 & NBN25 indicate the underlying NBN wholesale connection speed. NBN12 means speeds of between 5Mbps and 12Mbps download/1Mbps upload; NBN25 means speeds of between 5Mbps and 25Mbps download/between 1Mbps and 5Mbps upload.
- 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 iiNet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Learn more about NBN speeds here myhelp.westnet.com.au/node/1697

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

Excess Usage

- Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 128/128Kbps.

Monitoring Your Usage

Customers can obtain information on their usage via My Account at myaccount.westnet.com.au

nbn™ Fair Use Policy

NBN Satellite services are subject to the nbn™ Fair Use Policy to help ensure fair access for all users on NBN Satellite. If the Fair Usage Policy is breached, nbn™ Ltd. will restrict the speed of your service. Please note that this is not the same as being shaped by us for using all of your monthly data. Information on the Policy and how to manage your quota are available at:

<https://iihelp.iinet.net.au/support/node/18293/>

Westnet Customer Service

Support

P: 1300 786 068

E: support@westnet.com.au

Sales

P: 13 19 60

E: sales@westnet.com.au

Complaints Handling

If you are dissatisfied with Westnet, please contact us first, through our escalation process at myhelp.westnet.com.au/node/1414 so we can try and resolve your complaint.

Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint with Westnet, you may contact the TIO for assistance.

TIO

P: 1800 062 058

www.tio.com.au/making-a-complaint