

Critical Information Summary: NBN Seniors Card

Information About The Service

The NBN Seniors Card plan is a broadband internet service which uses the NBN (FTTP, FTTB, FTTN, FTTC, HFC or Wireless) Network to deliver internet connectivity to the Network Boundary Point at your premises.

With our NBN Seniors Card plan we include our Netphone (Voice over IP) phone service at no additional cost, offering included local and standard national calls. The Critical Information Summary for Netphone can be found at:

www.westnet.com.au/about/legal/cis/cis-nbn-phone.pdf

Requirements & Availability

The NBN Seniors Card plan is only available to eligible Seniors Card holders within an NBN (FTTP, FTTB, FTTN, FTTC, HFC or Wireless) ready service area. NBN availability can be checked using our coverage checker at:

www.westnet.com.au/internet/broadband/nbn/coverage/

You will require an NBN ready modem, with support for all types of NBN services. Your modem will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your included Netphone service. A Westnet modem (which is WiFi and VoIP enabled) will be supplied to you for \$0 as part of the NBN Seniors Card plan.

You will also need a standard phone handset (approved for use in Australia) to use your included Netphone service.

Minimum Term

The NBN Seniors Card plan is only available on a 24 month contract.

Included Features

There are a range of value-added features included with the NBN Seniors Card plan, with further detail at

www.westnet.com.au/seniorscard

24/7 Customer service	Netphone included	20 email addresses
	WiFi Modem included	No Excess quota usage charges

Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	Included Netphone Call Charges	Monthly Charge	Total Min. Charge (24 month contract)	Cost of 1GB of Included Data
NBN Seniors Card	50GB	Includes calls to local & standard national	\$39.99	\$969.76	\$0.80

- **NBN Speeds:** The NBN Seniors Card plan includes Typical Evening Speeds (7pm – 11pm) of 10.3Mbps download and 1Mbps upload. FTTN, FTTC & FTTB speeds to be confirmed when active. 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 Westnet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Learn more about NBN speeds at <http://myhelp.westnet.com.au/node/1699>
- Total Minimum Charge on a 24 month contract is 24 months of plan rental plus \$10 modem delivery fee.
- 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.
- Full list of Netphone call rates is available at www.westnet.com.au/seniorscard

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

Setup Fee

There are no setup fees when signing up to an NBN Seniors Card plan. Instead, your activation fee is waived (saving \$79.95).

Service	Details	Charge (24 month contract)
NBN Seniors Card (FTTP, FTTB, FTTN, FTTC, HFC & Wireless)	Activation Fee	\$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 the NBN Seniors Card plan – instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps. You may purchase additional data if required: for more information, see myhelp.westnet.com.au/display/home/Data+Packs+Information

Cancellation Fees

- A break fee applies if you cancel your service during the 24 months contract term. The maximum applicable break fee is \$300 if you cancel within the first 6 months. The below NBN break fees apply thereafter. These fees cover the costs reasonably incurred by Westnet when the contract commenced.
- Cancelling your NBN service will also cancel any other Westnet products you've purchased that are only available when bundled with NBN. 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 usage at <https://myaccount.westnet.com.au/>

NBN Access Technologies

Our NBN Seniors Card can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Fixed Wireless as Ethernet, Hybrid Fibre-Coaxial (HFC) as Ethernet, Fibre to the Curb (FTTC) as Ethernet, Fibre to the Basement (FTTB) as VDSL2 or Fibre to the Node (FTTN) as VDSL2.

More information on NBN access technologies is available at: www.westnet.com.au/internet/broadband/nbn/about/

Battery Backup and Power Outages

Your NBN service does not include a battery backup. This means your household will be unable to access any internet and telephony services provided by nbn™ during a power outage. This includes making calls to emergency service numbers like 000. Please ensure you have alternate ways of making calls, such as a mobile phone.

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

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