

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 every NBN Seniors Card plan we offer our NBN Phone service at no additional cost, offering included local and standard national calls. See the [NBN Phone Critical Information Summary](#) for more details.

Requirements & Availability

The NBN Seniors Card plan is only available to eligible Seniors Card holders within an NBN ready service area. NBN availability can be checked using our [coverage checker](#).

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 NBN Phone service (some FTTP services supply an NBN Phone service that does not require a VoIP enabled modem). 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 NBN Phone service.

Minimum Term

The NBN Seniors Card plan is only available on a 24 month contract, which comes with an included WiFi modem and \$0 set up fee.

Included Features

There are a range of value-added features included with the NBN Seniors Card plan, with further details [here](#).

Unlimited Data (on selected plans)	NBN Phone available 24/7 Customer service	Contract flexibility No Excess quota usage charges
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Information About Pricing

Monthly Charges

Plan Name	Monthly Included Data	NBN Phone 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

- 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.
- See full list of [NBN Phone](#) call rates.

NBN Technology	Typical Evening Speeds (7pm – 11pm) (Excluding NBN Wireless)	
	Download speeds	Upload speeds
NBN Fibre (excluding Wireless)	10.7Mbps	1Mbps
NBN Wireless	Basic Typical Evening Speeds	

- **NBN Speeds:** The NBN Seniors Card plan is configured on the NBN12 wholesale speed tier. Typical Evening Speeds do not apply to NBN Wireless services. 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](#)

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	Setup 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 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 [here](#).

Cancellation Fees

- A break fee applies if you cancel your service during the 24 months contract term. The minimum applicable break fee is \$300 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

Order Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of \$60. This is to cover our costs in preparing to supply the service to you.
- You will also need to pay for any hardware that we have supplied to you, unless it is returned to us in its original condition.

Other Information

Usage Information

Customers can obtain information on their usage via [MyAccount](#)

NBN Access Technologies

Our NBN Seniors Card Plan can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Hybrid Fibre-Coaxial (HFC) as Ethernet, Fixed Wireless 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 [here](#)

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, or via our [website](#).

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](#).

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](#).

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