

Critical Information Summary: NBN Seniors Card

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 full list of NBN Phone call rates at: www.westnet.com.au/nbn.

- Critical Information Summary for NBN Phone can be found here:
www.westnet.com.au/about/legal/cis/cis-nbn-phone.pdf

Included Features

There are a range of value-added features included with the NBN Seniors Card plan, with further details here:

www.westnet.com.au/seniorscard

- NBN Phone offered
- No excess quota usage charges
- 24/7 customer 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.

Early 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.
 - 0-6mths tenure: \$300 contract break fee
 - 7-12mths tenure: \$225 contract break fee
 - 13-18mths tenure: \$150 contract break fee
 - 19-24mths tenure: \$100 contract break fee
- 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.

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.

Plans

Plan Name	Monthly Included Data	NBN Phone Call Inclusions	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.

Availability

- The NBN Seniors Card plan is only available to eligible Seniors Card holders within areas serviced by the NBN (FTTP, FTTB, FTTN, FTTC, HFC or Wireless). 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.

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

Information is current as of 10/02/2020, is subject to change without notice and all prices quoted include GST

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
 - 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.
- 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

- The NBN Seniors Card plan is configured on the NBN12 wholesale speed tier. Typical Evening Speeds do not apply to NBN Wireless services. FTTP, 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 here myhelp.westnet.com.au/node/1697

NBN Technology	Typical Evening Speeds (7pm – 11pm) (Excluding NBN Wireless)	
	Download speeds	Upload speeds
NBN Fibre (excluding Wireless)	10.3Mbps	1Mbps
NBN Wireless	Basic Typical Evening Speeds	

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 256/256kbps. You may purchase additional data if required. For more information, see myhelp.westnet.com.au/node/1190

Monitoring Your Usage

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

NBN Access Technologies

Our NBN service can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) 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 here: www.westnet.com.au/nbn

Battery Backup and Power Outages

This service does not include a battery backup. This means you will not be able 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.

<p>Westnet Customer Service Support P: 1300 786 068 E: support@westnet.com.au</p> <p>Sales P: 13 19 60 E: sales@westnet.com.au</p>	<p>Complaints Handling If you are dissatisfied with Westnet, please contact us first, though our escalation process at https://myhelp.westnet.com.au/node/1414 so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with Westnet, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p>
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