

Critical Information Summary:

NBN Wireless

About the Service

The NBN Wireless service is a broadband internet service which uses the NBN Fixed Wireless Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every NBN plan we offer our NBN Phone service at no additional cost, with great call rates and call inclusions depending on your plan of choice. See full list of NBN Phone call rates at: www.westnet.com.au/nbnwireless

- 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 NBN plans, with further details here: www.westnet.com.au/nbnwireless

- NBN Phone offered
- Unlimited data on selected plans
- No excess quota usage charges
- 24/7 customer service

Minimum Term

Choose from:

- No lock-in contract with \$0 activation fee, or
- 6 month contract with \$0 activation fee (new customers only).

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- 6 month contract – if you cancel before the period ends, you will need to pay a \$40 break fee.
- Cancelling the NBN service will also cancel any other Westnet products that are only available with NBN Wireless. 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 or Fetch plan from us, the modem purchase fee and/or Fetch Setup fee paid will be credited back to your account once the modem and/or Fetch Set Top box is returned to us in its original condition.

Plans

Plan Name	Speed Tier	Monthly Included Data	NBN Phone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)	Total Min. Charge (6 mth contract)
NBN12 500	NBN12	500GB	Pay as you go	\$59.99	\$169.94	\$429.89
NBN12 Unlimited	NBN12	Unlimited	Pay as you go	\$69.99	\$179.94	\$489.89
NBN25 Unlimited Incl LN Calls	NBN25	Unlimited	Standard calls to local & national	\$79.99	\$189.94	\$549.89
NBN25 Unlimited Incl LNM Calls	NBN25	Unlimited	Standard calls to local, national & Australian mobiles	\$89.99	\$199.94	\$609.89

- The NBN12 500 plan is \$0.12/GB.
- Total Minimum Charge on no lock-in contract is the \$99.95 modem fee, \$10 modem delivery fee plus one month of plan rental.
- Total Minimum Charge on a 6 month contract is 6 months of plan rental, the \$59.95 modem fee, \$10 modem delivery fee plus one month of plan rental.

Availability

- This service is available in areas serviced by the NBN (Fixed 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/nbnwireless

Information is current as of 30/12/2019, 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
- To be provided a working NBN Phone service you need a standard phone handset (approved for use in Australia) and you must purchase a Westnet modem. If you are an existing customer you may be able to use your existing modem – we will advise you if your modem is compatible during selection of your NBN Wireless plan.
 - A Westnet modem costs \$99.95 on a no lock-in contract (discounted to \$59.95 if you take a 6 month contract or if you are an existing customer) 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

- All NBN Wireless plans have a Basic Typical Evening Speed, measured between 7pm and 11pm. NBN12 & NBN25 indicate the underlying speed tier that your NBN plan is on and represents the maximum possible speed that is available outside the busy period of 7pm-11pm.
- 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

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 for NBN12 500. You may purchase additional data if required. For more information, see myhelp.westnet.com.au/node/1190
- Plans with Unlimited data are not shaped.

Monitoring Your Usage

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

<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, through our escalation process at 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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