

# 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](http://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](http://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](http://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.

### Hardware Non-Return Fees

- If you withdraw an order from us (before your service is activated) and receive the modem we supplied to you, you will need to pay for the modem unless it is returned to us in good working order within 21 days of withdrawing your order.
- If you cancel your service after it has been activated, any applicable modem payment fees will apply in accordance with the terms and conditions of your chosen service.

### Fetch Fees

- If you have selected a Fetch add-on with this plan and would like to withdraw your order from us or remove your Fetch subscription only your Fetch setup fees will be credited back to your account, provided that:
  - a) your service has not yet been activated; and
  - b) the Fetch Set Top box supplied to you is returned to us in good working order within 21 days of withdrawing your order or removing your Fetch subscription.
- If you cancel your Fetch subscription after your Fetch service has been activated, any applicable Fetch payment fees are non-refundable.

### 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)
<b>NBN12 500</b>	NBN12	500GB	Pay as you go	\$59.99	\$169.94	\$429.89
<b>NBN12 Unlimited</b>	NBN12	Unlimited	Pay as you go	\$69.99	\$179.94	\$489.89
<b>NBN25 Unlimited Incl LN Calls</b>	NBN25	Unlimited	Standard calls to local & national	\$79.99	\$189.94	\$549.89
<b>NBN25 Unlimited Incl LNM Calls</b>	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.

Further information: [www.westnet.com.au/nbnwireless](http://www.westnet.com.au/nbnwireless)

Information is current as of 24/05/2023, is subject to change without notice and all prices quoted include GST

## 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](http://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](http://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 Fixed Wireless Speeds

- Typical Evening Speed is subject to change and is 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.

Speed Tier	Typical Evening Download speeds	Typical Evening Upload speeds
NBN12	9.3Mbps	0.9Mbps
NBN25	14.4Mbps	3.8Mbps

- 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. Addresses with speeds affected by NBN Co wireless network congestion will be notified. 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](http://myhelp.westnet.com.au/node/1697)
- Where you use an NBN Fixed Wireless Service and your usage falls within certain parameters set by NBN Co, your download or upload speeds may be impacted by NBN Co's enforcement of its fair use policy. This could mean you may, from time to time, experience slower speeds depending on your usage, the time of day and the type of applications you are using.

## 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](http://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](http://myaccount.westnet.com.au)

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