

CRITICAL INFORMATION SUMMARY:

Phone

Information About The Service

Westnet Phone is a traditional landline telephone service – it’s simple, hassle-free, comes with competitive call rates, and great benefits when you bundle it with an Westnet Broadband or Mobile Broadband plan.

Required Services & Availability

Westnet Phone is not sold standalone, and is only available bundled with an Westnet Broadband, Mobile Broadband or Dialup plan. Westnet Business Phone can only be bundled with Business Broadband services.

Minimum Term

No minimum terms are applied to Westnet Phone services.

Included Features

Along with great bundling benefits when you combine Broadband & Phone, all Westnet Phone services include a range of great features. More features are available at an additional cost, with more detail at

www.westnet.net.au/phone/home/features

Call Back	Call Return	Call Waiting
	3-Way Chat	Call Forward

Information About Pricing

Monthly Charges

Westnet offer 4 Phone plans, each with a standard monthly rental, and varied call rates detailed further below.

Plan Name	Minimum Monthly Charge
Home Phone	\$29.95
Business Phone	\$30.00

- The Total Maximum monthly charge is the sum of the Minimum Monthly line rental charge above, and the cost of any calls made/additional charged features added
- As there are no contract terms applied, the Total Minimum cost of the service is as above.

Call Charges

Plan Name	Local Calls	National Calls	Calls to Mobile*	International**	1300 & 13
Home Phone	20c untimed	17c/min + 39c flagfall <i>Cap \$1.98 up to 2 hrs</i>	37c/min + 39c flagfall <i>Cap \$2.48 up to 20 min</i>	Varied + 39c flagfall <i>Cap \$1.98 up to 30 min</i>	30c untimed
Business Phone	Included	Included	37c/min + 39c flagfall <i>Cap \$2.48 up to 20 min</i>	Varied + 39c flagfall <i>Cap \$1.98 up to 30 min</i>	30c untimed

*Calls to Mobile are charged per 30 second block

**International rates vary by destination, and the call cap is only available for calls to selected destinations. Individual rates, and a list of countries included in the call cap, by plan, are listed at www.westnet.net.au/phone/home/international

- Unless otherwise noted, timed charges for National, Mobile & International calls are assessed on a per second basis, with a minimum assessed duration of one minute
- Business Phone included local & national calls are subject to our Fair Use policy available at www.westnet.net.au/about/legal
- Westnet do not provide or add additional charges for premium call services

Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk alot. Acceptable Use Policy applies to all included calls. For more information visit www.westnet.com.au/phone/home

Call Value Pack	Availability	Monthly Pack Price
All your calls to local, standard national & Australian mobile numbers	Home Phone	\$20
All your calls to landlines in our top 20 international destinations	Home Phone & Business Phone	\$10
All your calls to Australian mobiles	Business Phone	\$20

Setup Fee

No setup fee is charged when churning an active telephone line to Westnet, however when connecting an inactive line, a connection fee will apply;

Connection Type	Description	Charge
Transfer	Churn an existing, active line to Westnet	\$0
Line Activation	Inactive line, but premises has a physical line with dial-tone	\$59
Line Activation with Technician Visit	As above, however a technician is required to reconnect existing cabling	\$125
New Line Installation	For new homes & homes with no previous line connection	\$299

Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 37c per minute with 39c flagfall.

Other Information

Call Usage Information

Customers can obtain information on their Phone usage at <https://myaccount2.westnet.com.au/>

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 www.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 www.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 www.tio.com.au/making-a-complaint