

# Critical Information Summary: VDSL2 Broadband

## About the Service

The VDSL2 service is a broadband internet services which uses our own VDSL network to deliver superfast broadband speeds within the ACT

With every Westnet VDSL2 plan we also include Netphone (VoIP) at no additional cost, offering great rates and included calls.

- The Critical Information Summary for Netphone is available at [www.westnet.com.net.au/about/legal/cis/cis-voip.pdf](http://www.westnet.com.net.au/about/legal/cis/cis-voip.pdf)

## Included Features

There are a range of value-added features included with Westnet VDSL2, with further detail at:

[www.westnet.com.net.au/vdsl2](http://www.westnet.com.net.au/vdsl2)

- Netphone Offered
- Liimitless data
- 10 email addresses
- 1GB Webspace
- Great included call value
- 24/7 customer service

## Plans

**VDSL2 Special Offer:** Sign up to the \$79.99 plan on a no lock-in contract and receive a 50% discount on the monthly fee for the first 12 months. VDSL2 2 will be charged at only \$39.99/month for the first 12 months, \$79.99/month thereafter. This offer is only available to new customers and may be withdrawn at any time.

Plan Name	Typical Evening Speed*	Monthly Included Data	Included Netphone Calls	Minimum & Maximum Monthly Charge	Total Min. Charge (no lock-in contract)
VDSL2 1	22.9Mbps	Unlimited	Local & Standard National	\$69.99	\$129.98
VDSL2 2	74.2Mbps	Unlimited	Local & Standard National	\$79.99	\$139.98
VDSL2 3	74.2Mbps	Unlimited	Local, Standard National & Australian Mobiles	\$89.99	\$149.98

\***VDSL2 Speeds:** Typical evening speed indicates download speed and is measured between 7pm-11pm. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and line length. Upload connection speed of up to 5Mbps for VDSL2 1 and up to 20Mbps on VDSL2 2 & 3. For more information, visit [www.westnet.com.au/vdsl2](http://www.westnet.com.au/vdsl2)

- The Total Minimum Charge on no lock-in contract is the standard in-place setup fee (\$59.99) plus one month of plan rental.

**Further information:** [www.westnet.com.au/vdsl2](http://www.westnet.com.au/vdsl2)

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

## Minimum Term

VDSL2 plans are available on a no lock-in contract

## Early Cancellation Fees

- There are no cancellation fees on no lock-in contracts.
- Cancelling your Broadband service will also result in a cancellation of any other Westnet products you've purchased that are only available when bundled with a Westnet Broadband service. Should those products have their own contract, you will be 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.
- If you have 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.

## Set-up Fee

- The below set-up fees are applicable when signing up to a VDSL2 plan. The exact connection type required is determined after the initial application is lodged, at which point we'll contact you if a full new installation is required, before we proceed with the order.

Connection Type	Details	Description	No Lock-in Contract
Standard Installation	Activation Fee	Covers both premises where an active connection is already in place, and those where no previous connection exists, and consists of an overhead cable from the pole to the house, and one or two outlets depending on services selected.	\$59.99

- Above set-up fees cover all standard installation types only. Additional costs apply for non-standard connections, e.g. underground connection.

## Availability

- Westnet VDSL2 is only available within the ACT.
- Service availability can be checked using our online coverage calculator: [www.westnet.com.au/internet](http://www.westnet.com.au/internet)

## Required Equipment

- You will require a VDSL2-compatible router, which will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your included Netphone service. If you don't already have one, you can purchase a modem from Westnet for \$59.95 (\$10 delivery fee applies).

## Excess Usage

All of our VDSL2 plans come with unlimited data. There are no excess usage charges

## Monitoring Your Usage

Customers can obtain information on their usage via My Account at [myaccount.westnet.com.au](http://myaccount.westnet.com.au)

### Westnet Customer Service

Support

**P: 1300 786 068**

**E: [support@westnet.com.au](mailto:support@westnet.com.au)**

Sales

**P: 13 19 60**

**E: [sales@westnet.com.au](mailto:sales@westnet.com.au)**

### Complaints Handling

If you are dissatisfied with Westnet, please contact us first, through our escalation process at

<https://myhelp.westnet.com.au/node/1414>

so we can try and resolve your complaint.

### Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint with Westnet, you may contact the TIO for assistance.

TIO

**P: 1800 062 058**

[www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

*Further information: [www.westnet.com.au/vdsl2](http://www.westnet.com.au/vdsl2)*

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