

# Critical Information Summary:

## VoIP

### Information About The Service

Westnet VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line. To top it off, every Westnet VoIP plan includes all your local & national calls.

#### Requirements & Availability

You will require a VoIP-enabled ADSL modem (along with a handset) to connect your VoIP service. Westnet can sell or rent you a suitable device at additional cost. Alternatively, if your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA).

VoIP is not sold as a standalone service. A range of VoIP plans are available, and the table below details which plans are eligible by Broadband service type.

VoIP Plan	Eligibility
Netphone	All Residential ADSL Broadband, Fibre and NBN plans
Business Netphone	All Business ADSL Broadband, Fibre and NBN plans

#### Minimum Term

No minimum terms are applied to Westnet VoIP services.

#### Included Features

All Westnet VoIP services include a range of great features listed in the table below. A selection of enhanced features are available at an additional cost, with more detail at [westnet.com.au/phone/netphone-voip/features](http://westnet.com.au/phone/netphone-voip/features)

3-Way Calling	Call Forwarding	Calling Line ID Blocking	Call Return
Call Waiting	Do Not Disturb	Voice Mail	

### Information About Pricing

#### Monthly Charges

Westnet offers 2 VoIP plans, each with a standard monthly rental, and varied call rates detailed further below

Plan Name	Minimum Monthly Charge	Total Minimum Cost
Netphone	\$9.95*	\$149.85
Business Netphone	\$9.95	\$159.85

\*Discounted to \$0 when bundled with a current residential NBN Fibre or NBN Fixed Wireless plan

- Minimum Monthly Charge is the monthly rental fee associated with the VoIP service.
- Total minimum cost for Netphone is \$9.95 Netphone, \$59.95 ADSL2+ Home-2, \$79.95 DSL setup fee, plus any calls made/additional charged features added.
- Total minimum cost for Business Netphone is \$9.95 Business Netphone, \$69.95 Business-1, \$79.95 DSL setup fee, plus any calls made/additional charged feature added.

## Call Charges

Plan Name	Calls to other Westnet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
<b>Netphone</b>	Included	Included	Included	29c/min	From 5c/min	30c untimed
<b>Business Netphone</b>						

\*Calls to Mobile are charged per 30 second block

\*\*International rates vary by destination, full rates at [westnet.com.au/phone/netphone-voip/international](http://westnet.com.au/phone/netphone-voip/international)

- Timed charges for International calls are assessed on a per second basis, with a minimum assessed duration of one minute.
- Included local & national calls are subject to our Fair Use policy available at [westnet.com.au/about/legal](http://westnet.com.au/about/legal)

## Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable use policy applies to all included calls. For more information visit [westnet.com.au/phone/netphone-voip](http://westnet.com.au/phone/netphone-voip)

Call Value Pack	Monthly Pack Price
All your calls to standard Australian mobile numbers	\$10
All your calls to landlines in our top 20 international destinations	\$10

## Setup Fee

No setup fees are charged with Westnet VoIP services.

## Contracting & Early Cancellation Fees

Westnet VoIP plans aren't contracted, and as a result no early cancellation fees are applied.

## Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 29c per minute with no flagfall charges.

- A 2 minute national mobile call will cost \$0.58

## Other Information

### Usage Information

Customers can obtain information on their VoIP usage at [myaccount2.westnet.com.au/](http://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](mailto:support@westnet.com.au), Account assistance via **1300 855 006** or emailing [accounts@westnet.com.au](mailto:accounts@westnet.com.au), or for Sales assistance via **13 19 60**, or emailing [sales@westnet.com.au](mailto:sales@westnet.com.au). See [westnet.com.au/contact/](http://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 [westnet.com.au/legal/complaints-escalation-process.html](http://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 [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)