

# 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.

#### Requirements & Availability

VoIP is only available when bundled with a Westnet fixed line broadband service.

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

A waiver of the Customer Service Guarantee is required for all VoIP services. 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, NBN, Cable, VDSL2 and Naked DSL plans
Business Netphone	All Business ADSL Broadband, Fibre, NBN, Cable, VDSL2 and Naked DSL plans

#### Minimum Term

No minimum term applies for Westnet VoIP services. You should note that a Westnet broadband service that is acquired with a VoIP service may have a minimum term.

#### 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	Call Return	

### Information About Pricing

#### Monthly Charges

Plan Name	Netphone	Business Netphone
Minimum Monthly Charge	\$9.95*	\$9.95**

\*Discounted to \$0 when bundled with a current Westnet residential NBN Fibre, NBN Fixed Wireless, Cable, FTTP, VDSL2 or Naked DSL plan

\*\*Discounted to \$0 when bundled with a current Westnet Business NBN Fibre, FTTP, VDSL2 or Naked DSL Plan.

- Minimum Monthly Charge is the monthly rental fee associated with the VoIP service.
- Total Minimum Cost will depend on the broadband plan bundle and contract term

## Call Charges

Plan Name	Calls to other iiNet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile*	International	1300 &13
<b>Netphone</b> (bundled with Naked DSL, NBN Fibre, Cable, FTTP & VDSL2)	Included	15c /call untimed <i>Included with selected plans#</i>	15c /call untimed <i>Included with selected plans#</i>	29c/min <i>Included with selected plans#</i>	From 5c/min	30c/call untimed
<b>Netphone</b> (bundled with ADSL2+)	Included	Included	Included	29c/min	From 5c/min	30c/call untimed
<b>Business Netphone</b>	Included	Included	Included	29c/min	From 5c/min	30c/call untimed

\*Calls to Australian Mobiles 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). Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

#Refer to relevant product Critical Information Summary for detail on plans with included call value

- No flagfall charges. Acceptable Use Policy applies and is available at [westnet.com.au/about/legal](http://westnet.com.au/about/legal)
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling Westnet. A list of these countries is available at [www.iihelp.iinet.net.au/support/node/11531](http://www.iihelp.iinet.net.au/support/node/11531)

## 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. 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
All your calls to standard Australian mobile numbers**	\$20

\*Not available with Naked DSL, NBN Fibre, FTTP, Cable or VDSL2.

\*\*Only when bundled with Business Naked DSL

## Setup Fee

No setup fees are charged with Westnet VoIP services.

## Early Cancellation Fees

Westnet VoIP plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for any bundled broadband service that are also cancelled.

## 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)