

Critical Information Summary:

NBN Phone

About the Service

NBN Phone is a phone service which allows you to make cheap calls with your NBN broadband internet service, instead of your traditional phone line. NBN Phone may be supplied as Netphone (VoIP) to a compatible Voice port (typically an RJ11 port on your modem) (Netphone) or as Fibre Phone to the provisioned Voice port (typically 'UNI-V 1') on your NBN Connection Box with some Fibre to the Premises (FTTP) connections (Fibre Phone).

- For Netphone provided through other broadband internet services please see: <http://www.westnet.com.au/about/legal/cis/cis-voip.pdf>

Included Features

There are a range of value-added features included with NBN Phone services

- 3-Way Calling
- Call Barring
- Call Waiting
- Calling Line ID Blocking
- Call Forwarding

Call Charges

Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
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

*Calls to Australian Mobiles are charged per 30 second block

**International rates vary by destination, see full list of rates: <http://www.westnet.com.au/nbn-phone>. 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 value.

- No flagfall charges. Acceptable Use Policy applies: <http://www.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. Refer to: <http://www.iihelp.iinet.net.au/support/node/11531>
- No monthly rental is charged with NBN Phone as it is included with your NBN plan.
- No setup fees are charged with NBN Phone services.

Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable Use Policy (<http://www.westnet.com.au/about/legal>) applies.

- International Call Pack (all your calls to landlines in our top 20 international destinations) for \$10 per month. More information can be found at: <http://www.westnet.com.au/nbn-phone>.

Availability

- NBN Phone is only available with a Westnet NBN (FTTP, FTTB, FTTN, FTTC or HFC) or NBN Wireless plan.
- NBN Phone is not available on NBN Satellite and is not sold as a standalone service.
- Check out the different NBN plans and if they are available at your address here: <http://www.westnet.com.au/nbn>

Further information: www.westnet.com.au/nbn-phone

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

Required Equipment

- You will require a VoIP enabled modem to use your NBN Phone service when supplied as Netphone. If your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA). Some of our NBN™ Phone services will not work on a third party modem and you will need to buy a Westnet modem to use the service.
- You will also need a standard phone handset (approved for use in Australia) to use your included NBN Phone service.
- NBN Phone is offered on the basis that you waive the Customer Service Guarantee.

Monitoring Your Usage

Customers can obtain information on their usage via My Account at myaccount.westnet.com.au

Priority Assistance

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order.

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