

# Critical Information Summary: NBN Wireless

## Information About The Service

The NBN Wireless service is a broadband internet service which uses the NBN Fixed Wireless Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every NBN Wireless plan we offer our NBN Phone service at no additional cost, with great call rates and call inclusions depending on your plan of choice. See the [NBN Phone Critical Information Summary](#) for more details.

### Requirements & Availability

The NBN Wireless service is only available within an NBN Fixed Wireless service area. NBN Wireless availability can be checked using our [coverage checker](#).

You will require an NBN ready router. Your router will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your included NBN Phone service. Some of our NBN Phone services will not work on a third party modem and will require you to purchase a Westnet modem (which is WiFi and VoIP enabled). In these instances, the NBN Phone service will not be available if you choose to use a third party modem. You will also need a standard phone handset (approved for use in Australia) to use your included NBN Phone service.

### Minimum Term

NBN Wireless plans are available on either a no lock-in contract, or on a 24 month contract. A 24 month contract offers an included WiFi modem, as well as \$0 activation (\$79.95 on a no lock-in contract).

### Included Features

There are a range of value-added features offered with NBN Wireless plans, with further details [here](#).

Unlimited Data (on selected plans)	NBN Phone available	Contract flexibility
	24/7 Customer service	No Excess quota usage charges

## Information About Pricing

### Monthly Charges

Plan Name	Monthly Included Data	NBN Phone Call Charges	Monthly Charge	Total Min. Charge (no lock-in contract)	Total Min. Charge (24 month contract)
NBN12 500	500GB	Pay as you go	\$59.99	\$139.94	\$1,449.76
NBN12 Unlimited	Unlimited	Pay as you go	\$69.99	\$149.94	\$1,689.76
NBN25 Unlimited Incl LN Calls	Unlimited	Includes calls to local & standard national	\$79.99	\$159.94	\$1929.76
NBN25 Unlimited Incl LNM Calls	Unlimited	Includes calls to local, standard national & Australian mobiles	\$89.99	\$169.94	\$2169.76

- **NBN Speeds:** All NBN Wireless plans have a Basic Typical Evening Speed, measured between 7pm and 11pm. NBN12 & NBN25 indicate the underlying speed tier that your NBN plan is on and represents the maximum possible speed that is available outside the busy period of 7pm-11pm. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Westnet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. [Learn more about NBN speeds](#)
- Cost of 1GB of data included in NBN12 500 is \$0.12/GB.
- Total Minimum Charge on a 24 month contract is 24 months of plan rental plus \$10 modem delivery fee.
- Total Minimum Charge on no lock-in contract is the activation fee (\$79.95) plus one month of plan rental.
- Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.
- See full list of [NBN Phone](#) call rates.

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

## Setup Fee

Service	Details	Charge (No lock-in contract)	Charge (24 month contract)
NBN Wireless	Setup Fee	\$79.95	\$0

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

## Excess usage

Both uploads and downloads count towards your monthly included data. There are no excess usage charges on NBN Wireless – instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for NBN12 500. Unlimited plans are not shaped. You may purchase additional data if required: for more information, see [here](#).

## Cancellation Fees

- Applies to 24 month contract term only - the minimum applicable break fee is \$300 within the first 6 months. The below NBN Wireless break fees apply thereafter. These fees cover the costs reasonably incurred by Westnet when the contract commenced.
- Cancelling your NBN Wireless service will also cancel any other Westnet products you've purchased that are only available when bundled with NBN Wireless. Should those products have their own contract, you are liable for their associated break fees.

Contract Break Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
24 month contract	\$300	\$225	\$150	\$100

## Other Information

### Usage Information

Customers can obtain information on their usage via [MyAccount](#)

### 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), or via our [website](#).

### 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](#).

### 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](#).