

# Critical Information Summary:

## Standalone Mailbox

### Information About The Service

The Standalone Mailbox service is a standalone email service that allows you to retain your current Westnet email account without having an associated eligible Westnet service.

### Required Services & Availability

You will need an internet connection and data to access the Standalone Mailbox. The Standalone Mailbox service may be provided on request, subject to feasibility and availability.

### Minimum Term

No minimum term applies for Standalone Mailbox.

### Included Features

You are provided with one email address with an “@westnet.com.au” or “@wn.com.au” domain, which includes complimentary spam and virus protection.

### Information About Pricing

#### Annual Charges

Service	Annual Charge	Storage Space
Standalone Mailbox	\$25 per year	1GB

#### Excess usage

There are no excess usage charges with Standalone Mailbox.

#### Early Cancellation Fees

Standalone Mailbox has no early cancellation fees. Cancellation of the service will result in the deletion of data including any emails stored in the Standalone Mailbox.

### Other Information

#### Usage Information

Customers can obtain information on their mail usage at <https://webmail.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](https://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](https://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](https://tio.com.au/making-a-complaint)

- [Webmail: https://webmail.westnet.com.au/](https://webmail.westnet.com.au/)