

## Critical Information Summary:

### Business Off-Net ADSL2+ Broadband

#### Information About The Service

Even if we can't connect you to a Westnet On-Net plan, we can still provide you with up to ADSL2+ Broadband speeds via our Off-Net plan range.

#### Required Services & Availability

ADSL broadband requires a basic telephone service in order to function. You can use a suitable telephone service from another provider and pay the standard pricing, or you can use a Westnet Phone service (from \$30 per month) and receive monthly bundling benefits on your broadband.

You will require an ADSL modem connect your service. If you don't already have one, Westnet can sell or rent you a suitable device at additional cost. Service availability can be checked using our online coverage calculator: [www.westnet.com.au/internet](http://www.westnet.com.au/internet)

#### Minimum Term

Off-Net ADSL plans are available on either no fixed term, or on a 24 month agreement which gives access to discounted hardware.

#### Included Features

There are a range of value-added features included with Westnet Off-Net ADSL2+, with further detail on the website;

Anytime Quota	1GB Webspace	Static IP	20 Email Addresses
No Upload Counting	No Excess Quota Usage Charges	Priority Support	Email Protection

#### Information About Pricing

##### Monthly Charges

When you bundle our Off-Net ADSL plans with Phone, you'll receive more quota and/or discounted pricing, as reflected below. Bundled pricing below does not include the price of Phone.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Min. Price (no contract)	Total Min. Price (24 mth contract)	Unit cost 1GB of data included in plan
Business-1	50GB	\$89.95	\$169.90	\$2,238.75	\$1.80
Basic Bundle (Business-1 with Phone)	100GB	\$69.95	\$392.90	\$1,758.75	\$0.70
Business-2	150GB	\$109.95	\$189.90	\$2,718.75	\$0.73
Value Bundle (Business-2 with Phone)	300GB	\$89.95	\$412.90	\$2,238.75	\$0.30
Business-3	300GB	\$129.95	\$209.90	\$3,198.75	\$0.43
Enhanced Bundle (Business-3 with Phone)	600GB	\$109.95	\$432.90	\$2,718.75	\$0.18
Business-4	600GB	\$149.95	\$229.90	\$3,678.75	\$0.25
Premium Bundle (Business-4 with Phone)	1200GB	\$129.95	\$452.90	\$3,198.75	\$0.11

*\*Only downloads counted*

- The Total Minimum Price for Unbundled plans is the standard setup fee (\$79.95) plus one month of plan rental.
- The Total Minimum Price for Bundled plans is the standard setup fee (\$79.95), plus one month of plan rental and the contract break fee for cancellation within the first 6 months (as bundles are only sold on contract).
- The Total Minimum Price on a 24 Month Contract is the standard setup fee plus 24 months of plan rental.

#### Excess Usage

There are no automatic excess usage charges on Off-Net ADSL2+, instead traffic beyond the included data quota will be shaped to

512kbps/512kbps.

- You may purchase a Data Pack at an additional cost for a data quota top up, if required.
- Information on Data Pack pricing is available at [www.westnet.com.au/internet/broadband/adsl](http://www.westnet.com.au/internet/broadband/adsl)

#### Setup Fee

Your Broadband setup fee will vary depending on your choice of contract, and bundled services.

Setup Method	No Fixed Term	24 Month Contract
Fast Transfer ('Churn') a suitable existing ADSL service	\$39	\$39
Establish New Service (on suitable existing telephone line)	\$79.95	\$79.95

*Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.*

#### Cancellation Fees

- If you sign up to a 24 month contract, the maximum applicable break fee varies based on your bundle;
  - Unbundled ADSL, 24 month cancellation is \$202 within the first 6 months
  - Bundled ADSL with Phone, 24 month cancellation is \$243 within the first 6 months
- Cancelling your Broadband service will also result in a cancellation of any other Westnet products you've purchased that are only available when bundled with Broadband. Should those products have their own contract, you will be liable for their associated break fees.

### Other Information

#### Usage Information

Customers can obtain information on their Broadband usage at <https://myaccount2.westnet.com.au/>

#### Customer Service Contact Details

You can contact Westnet Business customer service for Sales, Support & Billing assistance via **1300 786 006** or emailing [business@westnet.com.au](mailto:business@westnet.com.au). See [www.westnet.com.au/contact](http://www.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 [www.westnet.com.au/legal/complaints-escalation-process.html](http://www.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 [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)