

Critical Information Summary: Budii Lite Rental

Information About The Service

Our Budii Lite modem lets you enjoy fast broadband, great wireless range and performance, has four Ethernet connections, and the option of using the NBN, Fibre, VDSL & ADSL plus Westnet TV. The Budii Lite Modem uses two frequencies for wireless, 2.4GHz and 5GHz in the 802.11n and 802.11ac band.

Required Services & Availability

You will require a Westnet broadband internet service. If you wish to make use of the VoIP features of the modem you will need a separate VoIP plan.

Full technical specifications are available at <http://www.westnet.com.au/internet/broadband/adsl/hardware> – Click on the Budii Lite tab.

Minimum Term

Separate contract terms may apply for your broadband plan.

Information About Pricing

Monthly Charges

The cost of the Budii Lite modem is in addition to your standard monthly Westnet broadband & VoIP product charges.

Plan Name	Minimum & Maximum Monthly Payment	Total Min Price (24 Month Contract)
24 Month contract with associated Westnet broadband plan	\$4.99	\$1078.56

- Because the Budii Lite is only available when combined with an ADSL2/ Naked DSL/ Fibre Service, the total minimum price is calculated as 24 months of the \$39.95 monthly for the entry level broadband plan price.
- No postage charges are charged to deliver the unit.

Early Cancellation Charges

If you end your Budii Lite contract early, you will be required to pay back the leaving costs reasonably incurred by Westnet. These costs differ based on whether the rental hardware is returned or not, as detailed further below:

Contract cancellation			
within 6 months	7 – 12 months	13 - 18 months	19 – 24 months
\$200	\$150	\$100	\$50

If you do not return the rental hardware as required, you will be charged a non-return fee as set out in the table below

Non-return fees	
Budii Lite	\$139

Full terms can be found here: www.westnet.com.au/modems/terms/

Other Information

Customer Service Contact Details

You can contact Westnet customer service for Support on 1300 786 068 or support@westnet.com.au & Accounts on 1300 855 006 or accounts@westnet.com.au for assistance. For sales assistance you can call 13 19 60 or email sales@westnet.com.au or via the appropriate contact form located at <http://www.westnet.com.au/contact/>

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 <http://www.westnet.com.au/about/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