

Critical Information Summary: Mobile Broadband

Information About The Service

Westnet Mobile Broadband is a high speed 3G or 4G wireless broadband services, with extensive national coverage via the Optus Mobile Broadband network.

Required Services & Availability

You will require a suitable 3G or 4G modem, tablet, or other device to connect your service. If you don't already have one, Westnet can sell you a suitable device (if ranged) on a monthly repayment option or with an upfront cost.

Minimum Term

A minimum term of 1 Month applies to 3G & 4G Mobile Broadband services.

Included Features

There are a range of value-added services included with Westnet Mobile Broadband (such as email accounts, 1GB Web space, and protection). These are documented on our website.

Westnet Mobile Broadband availability can be checked using our online coverage checker, which is available at <http://www.westnet.com.au/internet/broadband/mobile/coveragemap/>

Information About Pricing

Setup Fee

A Westnet mobile Sim is required in order to use the service. A \$20 charge applies for a Westnet Mobile Broadband Sims (either dual cut or nano Sim); this includes delivery anywhere in Australia.

Monthly Charges

There are currently three Westnet 3G Mobile Broadband plans and four Westnet 4G Mobile Broadband plans, all as shown in the following tables:

3G Plan Names	Peak (7am – midnight EST)	Off-Peak (midnight – 7am EST)	Minimum Monthly Charge SIM only	Total Min. Price (1 mth Contract)	Unit Cost 1GB of data included in plan
3G Mobile Broadband Plan 2GB	1GB	1GB	\$14.95	\$34.95	\$7.47
3G Mobile Broadband Plan 4GB	2GB	2GB	\$19.95	\$39.95	\$4.99
3G Mobile Broadband Plan 8GB	4GB	4GB	\$29.95	\$49.95	\$3.74

4G Plan Names	Monthly Included Data	Minimum Monthly Charge SIM only	Total Min. Price (1 mth Contract)	Unit Cost 1GB of data included in plan
4G Mobile Broadband Plan 1.5GB	1.5GB	\$20	\$40	\$13.30
4G Mobile Broadband Plan 4GB	4GB	\$30	\$50	\$7.50
4G Mobile Broadband Plan 7GB	7GB	\$45	\$65	\$6.43
4G Mobile Broadband Plan 10GB	10GB	\$60	\$80	\$6.00

- As there are no contract terms applied, the Total Minimum & Maximum cost of the service is as above.

Excess Usage Charges

if you use more than the monthly inclusion of data – and/or you use other services that are not part of the monthly inclusion – then you will incur charges above the minimum monthly charge

- The Excess usage charge on 3G Mobile Broadband Services are 5c/mB
- The Excess usage charge on 4G Mobile Broadband Services are 2c/mB

3G billing records are available via MyAccount within 20 minutes of usage. Please be aware that billing information is not received instantly by Westnet on 4G, and in some cases can be delayed by several days after the usage charge has been incurred. This means that spend limits can hence be out of date by the time they are applied.

You are still responsible for all charges incurred due to usage beyond the spend limit.

Other Information

Westnet mobile customers can obtain information:

- On Westnet mobile usage pricing at <http://www.Westnet.com.au/internet/broadband/mobile/>
- On their Westnet mobile usage at <https://myaccount2.westnet.com.au/>

Customer Service

You can contact Westnet customer service for Support & Billing assistance via **1300 786 068** or emailing support@westnet.com.au, or for Sales assistance via **13 19 60** or emailing sales@westnet.com.au or via appropriate contact form to the appropriate area at 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 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**

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