

## Critical Information Summary: Netcomm Rental

### Information About The Service

The Netcomm NB16WV-02 modem is a basic 2.4GHz and 5GHz 802.11n wireless ADSL2+ integrated modem that allows you to surf the Internet and share files with multiple devices within your network.

#### 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 Netcomm tab.

#### Minimum Term

Separate contract terms may apply for your broadband plan.

### Information About Pricing

#### Monthly Charges

The cost of the Netcomm 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 | \$3.99                            | \$1054.56                           |

- Because the Netcomm NB16WV-02 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 Netcomm NB16WV-02 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   |       |
|-------------------|-------|
| NetComm NB16WV-02 | \$109 |

Full terms can be found here: [www.westnet.com.au/modems/terms/](http://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](mailto:support@westnet.com.au) & Accounts on 1300 855 006 or [accounts@westnet.com.au](mailto:accounts@westnet.com.au) for assistance. For sales assistance you can call 13 19 60 or email [sales@westnet.com.au](mailto: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](http://www.tio.com.au/making-a-complaint)