

# Critical Information Summary:

## Phone

### Information About The Service

Westnet Phone is a traditional landline telephone service – it’s simple, hassle-free, comes with competitive call rates, and great benefits when you bundle it with an Westnet Broadband or Mobile Broadband plan.

#### Requirements & Availability

Westnet Phone is not sold standalone, and is only available bundled with a Westnet Broadband, Mobile Broadband, or Dialup plan. Westnet Business Phone can only be bundled with Business Broadband services.

#### Minimum Term

No minimum terms are applied to Westnet Phone services.

#### Included Features

Along with great bundling benefits when you combine Broadband & Phone, all Westnet Phone services include a range of great features. More features are available at an additional cost, with more detail at [westnet.com.au/phone/home/features](http://westnet.com.au/phone/home/features)

Call Return	Call Waiting	Call Back
3-Way Chat	Call Forward	

### Information About Pricing

#### Monthly Charges

Westnet offer two Phone plans, each with a standard monthly rental, and varied call rates detailed further below.

Plan Name	Minimum Monthly Charge	Total Minimum Cost
Home Phone	\$29.95	\$149.85
Business Phone	\$30.00	\$374.90

- Minimum Monthly Charge is the monthly rental fee associated with the Phone service.
- Total minimum for Home Phone is \$29.95 Home Phone, \$39.95 ADSL1 Home-2, \$79.95 DSL setup fee, plus any calls made/additional charged features added.
- Total minimum cost for Business Phone is \$30 Business Phone, \$49.95 Business-1, \$79.95 DSL setup fee, plus contract break fee (as Business Phone is only available in a contracted Business DSL Bundle), plus any calls made/additional charged feature added.

#### Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile*	International**	1300 & 13
Home Phone	20c untimed	17c/min + 44c flagfall \$1.98 up to 2 hrs	37c/min + 44c flagfall \$2.48 up to 20 min	Varied + 44c flagfall \$1.98 up to 30min	40c untimed
Business Phone	Included	Included	37c/min + 44c flagfall \$2.48 up to 20 min	Varied + 44c flagfall \$1.98 up to 30min	40c untimed

\*Calls to Australian Mobile are charged per 30 second block

\*\*International rates vary by destination, and the \$1.98 call limit is only available for calls to selected destinations. Individual rates, and a list of

countries included in the call limit, by plan, are listed at [westnet.com.au/phone/home/international](http://westnet.com.au/phone/home/international)

- Unless otherwise noted, timed charges for Standard National & International calls are assessed on a per second basis.
- Business Phone included local & standard national calls are subject to our Acceptable Use policy available at [westnet.com.au/about/legal](http://westnet.com.au/about/legal)
- Westnet do not provide or add additional charges for premium call services.

### Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable use policy applies to all included calls. For more information visit [westnet.com.au/phone/home](http://westnet.com.au/phone/home)

Call Value Pack	Availability	Monthly Pack Price
All your calls to local, standard national & Australian mobile numbers	Home Phone	\$20
All your calls to landlines in our top 20 international destinations	Home Phone & Business Phone	\$10
All your calls to Australian mobiles	Business Phone	\$20

### Setup Fee

No setup fee is charged when churning an active telephone line to Westnet, however when connecting an inactive line, a connection fee will apply:

Connection Type	Description	Charge
Transfer	Churn an existing, active line to Westnet	\$0
Line Activation	Inactive line, but premises has a physical line with dial-tone	\$59
Line Activation with Technician Visit	As above, however a technician is required to reconnect existing cabling	\$125
New Line Installation	For new homes & homes with no previous line connection	\$299

### Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 37c per minute with 44c flagfall.

## Other Information

### Call Usage Information

Customers can obtain information on their Phone usage at <https://myaccount2.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](http://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](http://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](http://tio.com.au/making-a-complaint)