

Critical Information Summary: Westnet VoIP

About the Service

Westnet VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line.

For VoIP services paired with a residential NBN plan, please see the NBN Netphone Critical Information Summary

- Critical Information Summary for Netphone is available at www.westnet.com.au/about/legal/cis/cis-nbn-netphone.pdf

Included Features

All Westnet VoIP services include a range of great features listed in the table below. A selection of enhanced features are available at an additional cost, with more detail at www.westnet.com.au/phone/netphone-voip/features

- 3-Way Calling
- Call Waiting
- Call Forwarding
- Do Not Disturb
- Calling Line Blocking
- Voicemail
- Call return

Pricing

Plan Name	Minimum Monthly Charge
Netphone	\$9.95*

*Discounted to \$0 when bundled with a current Westnet residential Cable, FTTP, VDSL2 or Naked DSL plan.

- Minimum Monthly Charge is the monthly rental fee associated with the VoIP service.
- Total minimum Cost will depend on the broadband plan bundle and contract term.

Call Charges

Plan Name	Calls to other Westnet VoIP	Local Calls	Standard National Calls	Calls to Australian Mobile	International**	1300 & 13
Netphone (with Naked DSL, Cable, FTTP & VDSL2)	Included	15c/call untimed <i>Included with selected plans#</i>	15c/call untimed <i>Included with selected plans#</i>	29c/min <i>Included with selected plans#</i>	30c untimed	30c/call untimed
Netphone	Included	Included	Included	29c/min	From 5c/min	30c/call untimed

*Calls to Australian Mobile are charged per 30 second block

**International rates vary by destination, full rates at www.westnet.com.au/phone/netphone-voip/international. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

#Refer to relevant product Critical Information Summary for detail on plans with included value.

Further information: www.westnet.com.au/nbn

Information is current as of 30/12/2019, is subject to change without notice and all prices quoted include GST

- No flagfall charges. Acceptable Use Policy applies and is available at westnet.com.au/about/legal
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling Westnet. A list of these countries is available at www.iihelp.iinet.net.au/support/node/11531
- Not all call types are supported. For more information visit westnet.com.au/phone/netphone-voip

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. For more information visit westnet.com.au/phone/netphone-voip

Call Value Pack	Monthly Pack Price
All your calls to standard Australian mobile numbers*	\$10
All your calls to landlines in our top 20 international destinations	\$10

*Not available with Naked DSL, FTTP, Cable or VDSL2

Availability

- VoIP is only available when bundled with an Westnet fixed line broadband service
- For VoIP services paired with a residential NBN plan please see details on our NBN Netphone product

Required Equipment

- You will require a VoIP-enabled modem (along with a handset) to connect your VoIP service
- Westnet can sell you a suitable device at an additional cost. Alternatively, if your modem isn't VoIP enabled, you can purchase a VoIP adapter

Monitoring Your Usage

Customers can obtain information on their usage via My Account at <https://myaccount3.westnet.com.au>

Priority Assist

- We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order.

<p>Westnet Customer Service Support P: 1300 786 068 E: support@westnet.com.au</p> <p>Sales P: 13 19 60 E: sales@westnet.com.au</p>	<p>Complaints Handling If you are dissatisfied with Westnet, please contact us first, though our escalation process at https://myhelp.westnet.com.au/node/1414 so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO) If you are dissatisfied with the outcome of your complaint with Westnet, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p>
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