

### Information About The Service

Here is a summary of all the important information you need to know about Telecom West's NBN Fibre or Fixed Wireless plans.

#### The Service:

Our NBN Broadband service offers post-paid asymmetrical internet interface connection via the National Broadband Network where available and an included data allowance. Your speed is reduced (shaped) to 256kbps once you have used up all your included allowance. There are no peak or off-peak restrictions on your use. You can also use voice over NBN for an extra fee per month.

#### Bundling:

This service is not subject to bundling.

#### Requirements:

NBN requires an active connection on the NBN network from us. You must be within a NBN service area to get a connection. You will also require a NBN modem or router in order to connect your service. If you don't already have one, Telecom West can sell you a suitable NBN device available from our modem page on our website.

<http://www.telecomwest.com.au/modems.php>

For all NBN services with any analogue voice plan below added (Bronze, Silver, Gold), a HNG from our modem page must be purchased for the voice service to be activated.

If your existing connection is nonstandard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNT' on the NBN Network Termination or port on the HNG if selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. Please contact us for further information. All bills are delivered by email and Direct Debit from either a bank account or credit card is required

#### Minimum Term:

Our NBN plans are 12 month contract terms.

#### Connection Timeframe:

New connections should be running within 21 business days provided you are in an active NBN service area and no complications arise. If you are transferring an existing NBN connection, once your application has been approved, if no complications arise we should have your service running within 7 business days.

### Information About Pricing

Telecom West offers 3 various types of NBN plans based on Tiers. NBN Fibre is available on all plans. NBN Fixed Wireless is only available on the Tier 25 and 50 plans. If you require assistance determining which plan suits your needs best, please call our sales department on 1300 739 331.

#### Monthly Cost:

Tier	Monthly Included Data	Minimum Monthly Charge	Total Min Cost* (12 month Contract)	Cost per 1GB of included data
25	15GB	\$62.95	\$855.35	\$4.20
25	100GB	\$67.95	\$915.35	\$0.68
25	250GB	\$72.95	\$975.35	\$0.29
25	500GB	\$77.95	\$1035.35	\$0.16
25	1000GB	\$82.95	\$1095.35	\$0.08
25	Unlimited GB	\$107.95	\$1395.35	not applicable

50	100GB	\$82.95	\$1095.35	\$0.83
50	250GB	\$87.95	\$1155.35	\$0.35
50	500GB	\$92.95	\$1215.35	\$0.19
50	1000GB	\$97.95	\$1275.35	\$0.10
50	Unlimited GB	\$117.95	\$1515.35	not applicable

100	100GB	\$92.95	\$1215.35	\$0.93
100	250GB	\$97.95	\$1275.35	\$0.39
100	500GB	\$102.95	\$1335.35	\$0.21
100	1000GB	\$107.95	\$1395.35	\$0.11
100	Unlimited GB	\$127.95	\$1635.35	not applicable

There are no automatic excess usage charges on NBN. Any traffic beyond the included data quota will be slowed to 256kbps/256kbps

\*The total minimum cost is the minimum monthly charge for 12 months plus a setup fee of \$99.95 .  
 Change of tier or data plan incurs a fee of \$25.00  
 Restoring a suspended service incurs a fee of \$99.95  
 Replacement of HNG modem within first 12 months is at a cost of \$249.00 unless faulty.  
 For more information about Tiers please read "Tiers NBN" document on our NBN page.

**Call Cost:** (Optional Extra if require analogue phone service on NBN Fibre)

Plan Name	Monthly Cost	Local Calls	National Calls	Calls to Mobiles	Calls to 13/1300	International Calls*
NBN Bronze	\$13.50	17.6c/per call	39.6c/per call	33c/per min	44c/per call	11c/per min
NBN Silver	\$18.80	16.5c/per call	FREE	27.5c/per min	44c/per call	11c/per min
NBN Gold	\$23.90	FREE	FREE	21.9c/per min	44c/per call	11c/per min

No Flagfall on any calls listed above.

Calls to Mobile are charged per 60 second block.

\*Call rate only applies on calls to landlines to the following top 20 international destinations:

United Kingdom, China\* , New Zealand, United States, Japan, Malaysia, Ireland, Canada, Hong Kong\*, Singapore, Germany, Belgium, Italy, Netherlands, Portugal, Sweden, Spain, France, Chile & Taiwan. \*fixed wire to mobile included

View all our international call rates at [www.telecomwest.com.au/internationalrates.pdf](http://www.telecomwest.com.au/internationalrates.pdf)

*Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. In the case of NBN connections delivered using FTTN (Fibre to the Node) technology, the distance you are away from the node will affect maximum available speeds.*

### Early Termination:

Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee of \$299 per NBN service plus any outstanding charges or calls made.

### NBN Setup Fee:

Connection Type	Description	First Service
Transfer	Churn existing NBN service or NBN phone service.	\$0
Service activation	For homes or businesses with no existing NBN service.	\$0
New service installation with technician visit	For homes or businesses with no existing NBN service, however a technician is required to install the modem/router.	\$199.95
New service installation	For homes or businesses with no existing NBN service who wish to install the modem/router themselves.	\$0

### Billing:

All our NBN plans are post paid. As a result, your first bill will be pro rata meaning you will be charged from the day your service was activated until the end of the billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### Other Information

#### Call Usage Information:

Customers can obtain information on their NBN usage at <https://customerportal.telcoinbox.com/index.php?r=site/login&id=348>

#### Customer Service Contact Details:

You can contact Telecom West customer service for Technical Support via 1300 739 331 or emailing: [support@telecomwest.com.au](mailto:support@telecomwest.com.au) , Account assistance via 1300 739 331 or emailing [accounts@telecomwest.com.au](mailto:accounts@telecomwest.com.au) , or for Sales assistance via 1300 739 331, or emailing: [enquiries@telecomwest.com.au](mailto:enquiries@telecomwest.com.au) See [www.telecomwest.com.au/contactus](http://www.telecomwest.com.au/contactus) 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 [www.telecomwest.com.au/policies/ComplaintHandlingPolicyv1.1Dec2012.pdf](http://www.telecomwest.com.au/policies/ComplaintHandlingPolicyv1.1Dec2012.pdf)

#### 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)