

### 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:

NBN is a fixed ip broadband service utilising the National Broadband Network (NBN) optical fibre network to deliver fast speed internet access with a monthly included data allowance. Once you have used up all your included monthly data allowance you can continue using the service at a reduced speed of 256kbps. You can also use voice over NBN for an extra fee.

#### 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. Standard installations are provided free by NBN Co. Non-standard installations are provided by NBN Co. and may incur a fee. New Developments Charge (For activations from 1st April 2016 where applicable) may be charged by NBN Co. at a fee of up to \$349.00 for activations in a new development.

You can check coverage of NBN to see if you are in an active area here <http://www.nbnco.com.au/when-do-i-get-it/rollout-map.html?icid=pub:hme:rollout:hro:img>

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.

#### Minimum Term:

Our NBN plans are no contract!

#### Included Features:

- No Lock-In Contracts!
- No on/off peak data limits, use whenever you like!
- Australian based customer service!
- No excess data charges!
- 5 different speeds to choose from!
- Connect existing phone!
- 2 free email addresses!

#### 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.

#### NBN Speeds:

NBN Speeds are theoretical maximum speeds based on tests. Actual speeds may be less due to a number of factors including network configuration, number of users or connections, the connection type (fibre or fixed wireless), customer premises interference, traffic, hardware and software.

#### Availability:

NBN is not available to customers in all areas. You can check coverage of NBN to see if you are in an active area here <http://www.nbnco.com.au/when-do-i-get-it/rollout-map.html?icid=pub:hme:rollout:hro:img>

### Information About Pricing

Telecom West offers 22 types of NBN plans with different data usage sizes and/or speeds. NBN Fibre is available on all plans. NBN Fixed Wireless is only available on the 12/1 and 25/5 speed plans. If you require assistance determining which plan suits your needs best, please call our sales department on 1300 739 331.

**Monthly Cost:**

Plan Name	Monthly Included Data	Minimum Monthly Charge	Total Min Cost* (No Contract)	Cost per 1GB of included data
NBN 12/1 15GB	15GB	\$54.95	\$154.90	\$3.67
NBN 12/1 100GB	100GB	\$59.95	\$159.90	\$0.60
NBN 12/1 250GB	250GB	\$64.95	\$164.90	\$0.26
NBN 12/1 500GB	500GB	\$69.95	\$169.90	\$0.14
NBN 12/1 1000GB	1000GB	\$74.95	\$174.90	\$0.08

NBN 25/5 15GB	15GB	\$59.95	\$159.90	\$4.00
NBN 25/5 100GB	100GB	\$64.95	\$164.90	\$0.65
NBN 25/5 250GB	250GB	\$69.95	\$169.90	\$0.28
NBN 25/5 500GB	500GB	\$74.95	\$174.90	\$0.15
NBN 25/5 1000GB	1000GB	\$79.95	\$179.90	\$0.08

NBN 25/10 100GB	100GB	\$74.95	\$174.90	\$0.75
NBN 25/10 250GB	250GB	\$79.95	\$179.90	\$0.32
NBN 25/10 500GB	500GB	\$84.95	\$184.90	\$0.17
NBN 25/10 1000GB	1000GB	\$89.95	\$189.90	\$0.09

NBN 50/20 100GB	100GB	\$79.95	\$179.90	\$0.80
NBN 50/20 250GB	250GB	\$84.95	\$184.90	\$0.34
NBN 50/20 500GB	500GB	\$89.95	\$189.90	\$0.18
NBN 50/20 1000GB	1000GB	\$94.95	\$194.90	\$0.10

NBN 100/40 100GB	100GB	\$89.95	\$189.90	\$0.90
NBN 100/40 250GB	250GB	\$94.95	\$194.90	\$0.38
NBN 100/40 500GB	500GB	\$99.95	\$199.90	\$0.20
NBN 100/40 1000GB	1000GB	\$104.95	\$204.90	\$0.11

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 on a no contract is the minimum monthly charge plus a setup fee of \$99.95 .

Change of plan or speed 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.

**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	\$9.90	17.6c/per call	39.6c/per call	33c/per min	44c/per call	11c/per min
NBN Silver	\$15.40	16.5c/per call	FREE	27.5c/per min	44c/per call	11c/per min
NBN Gold	\$20.90	FREE	FREE	20.9c/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)

**Early Termination:**

Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the no month contract term you will be charged an early termination fee of \$0 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.	\$99.95
Service activation	For homes or businesses with no existing NBN service.	\$99.95
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)