

## Westnet Talk & Text Plans

(No Lock-In Contract)



6GB with Talk & Text	14GB with Talk & Text	25GB with Talk & Text	30GB with Talk & Text
<b>\$19.99/mth</b>	<b>\$24.99/mth</b>	<b>\$29.99/mth</b>	<b>\$39.99/mth</b>
<b>Unlimited calls</b> & SMS/MMS to Standard Australian numbers	<b>Unlimited calls</b> & SMS/MMS to Standard Australian numbers	<b>Unlimited calls</b> & SMS/MMS to Standard Australian numbers	<b>Unlimited calls</b> & SMS/MMS to Standard Australian numbers
<b>6GB Data</b> Excess Data: \$10 for extra 2GB blocks	<b>14GB Data</b> Excess Data: \$10 for extra 2GB blocks	<b>25GB Data</b> Excess Data: \$10 for extra 2GB blocks	<b>30GB Data</b> Excess Data: \$10 for extra 2GB blocks
			<b>100 Minutes</b> of Calls to International Numbers

**First month minimum charge calculated as:** \$(monthly charge in 1st month)

**Payments:** These Westnet mobile services are prepaid. You must pay the monthly recurring charges in advance. In addition, you have the option to make additional prepayment for usage that is not within the included value for your plan ("Additional Prepayment") up to the amount of the Additional Prepayment or the balance of it from time to time. You may make Additional Prepayment at the time of commencement of your service or at any time or times afterwards via the My Account section of the Westnet website. If you choose to make Additional Prepayment, the amount will be debited from your nominated bank account or credit card. We will send you messages about your usage during the month. If your service is cancelled any unused balance of the Additional Prepayment will not be refunded to you but will be retained by Westnet. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

**Coverage:** Customers who purchase an Westnet mobile plan can only obtain 4G speeds when they use a 4G-ready phone (LTE 1800/850 MHz) in 4G coverage areas as per the detailed map listed at <https://www.westnet.net.au/mobile-coverage>. When customers are not within a 4G coverage area or their mobile handset is not 4G compatible, the mobile service will automatically switch over to 3G and speeds will be much less than that of 4G.

**Excluded Usage:** These plans exclude Excess Data, Calls to International Numbers, (or after the first 100 minutes per month for the 30GB with Talk & Text plan), SMS and MMS to International numbers, Calls to Satellite phones, Third party content, Video Calls to Standard Australian and International numbers, International Roaming, Directory Assistance and other Enhanced Services. Calls and SMS to 19 Numbers, Diversion to International numbers and Premium SMS/MMS are not supported.

**Unlimited Usage:** Unlimited Calls to Voicemail apply to all mobile plans. Unlimited Calls to Westnet Support (13 19 60) apply to all mobile plans. Unlimited Talk & Text includes Calls, SMS & MMS to Standard AU Numbers (includes 13/1300). Any Unlimited Usage provided is only for use in Australia.

**Included Data:** These mobile plans have a specific amount of Included Data each month. Data usage (including for social networking) is not unlimited and will be taken out of your Included Data.

**Excess Data:** Excess Data rate is \$10 per extra 2GB (charged per GB, rounded up to the nearest GB) applies once Included Data is exceeded. We will charge excess data out of your prepaid balance. If there are insufficient funds in your prepaid balance, your Mobile Data will become inactive until your prepaid balance is topped up to a sufficient level.

## Westnet Talk & Text Plans – Call and Usage Rates, Inclusions and Exclusions

(No Lock-In Contract)



Usage Type	6GB with Talk & Text	14GB with Talk & Text	25GB with Talk & Text	30GB with Talk & Text	Rate
<b>Standard Voice Calls</b>					
Calls to Westnet Mobile and Home Phone	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Calls to Standard Australian Numbers	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Calls to Standard International Numbers	Excluded	Excluded	Excluded	First 100 minutes per month included, check rates thereafter	<a href="#">Check international call rates</a>
<b>Standard SMS &amp; MMS</b>					
SMS to Standard Australian Mobiles	Unlimited	Unlimited	Unlimited	Unlimited	N/A
SMS to International Mobiles	Excluded	Excluded	Excluded	Excluded	50¢ per message (max 160 characters)
MMS to Standard Australian Mobiles	Unlimited	Unlimited	Unlimited	Unlimited	N/A
MMS to International Mobiles	Excluded	Excluded	Excluded	Excluded	75¢ per message
<b>Voicemail</b>					
Voicemail Deposit	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Voicemail Retrieval	Unlimited	Unlimited	Unlimited	Unlimited	N/A
<b>Mobile Data</b>					
Excess Data	Excluded	Excluded	Excluded	Excluded	\$10 per extra 2GB (charged per GB, rounded up to the nearest GB)
<b>Standard Video Calls</b>					
Standard National Video Calls	Excluded	Excluded	Excluded	Excluded	\$1 per minute + 40¢ flagfall
International Video Calls	Excluded	Excluded	Excluded	Excluded	\$1.50 per minute + 40¢ flagfall
<b>Special Numbers</b>					
13/1300 numbers	Unlimited	Unlimited	Unlimited	Unlimited	N/A
1800 numbers	Unlimited	Unlimited	Unlimited	Unlimited	N/A
1900 numbers	Not Supported	Not Supported	Not Supported	Not Supported	N/A
Directory Assistance 1223	Excluded	Excluded	Excluded	Excluded	\$2 per call
Calls to Westnet Support 1300 786 068	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Calls to Westnet Business Support 1300 786 006	Unlimited	Unlimited	Unlimited	Unlimited	N/A
<b>Other Services</b>					
Diversions (within Australia)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Diversions (International Numbers)	Not Supported	Not Supported	Not Supported	Not Supported	N/A
International Roaming	Excluded	Excluded	Excluded	Excluded	<a href="#">Check international roaming rates</a>

Visit the website <https://www.westnet.net.au/mobile> for full rates and a complete understanding of Inclusions & Exclusions

## Westnet Talk & Text Plans – Important Information

(No Lock-In Contract)



1. Mobile plans are supplied by Westnet Pty Ltd (ACN 086 416 908) under the terms of the Customer Relationship Agreement and the Mobile Service Description and Terms (documents available at <https://www.westnet.net.au/about/legal/cra/>).
2. Mobile plans have a minimum monthly access charge shown next to the chosen plan which is payable regardless of the amount of usage.
3. During the application process, we will debit your bank account/credit card for the first month's minimum monthly recurring charge. We will then dispatch the SIM to you and send to your nominated email address an account number which you must use at the "My Account" section of our website to activate your Mobile Service. Your billing month will commence on the date your Mobile Service is activated. If you do not activate the SIM within 3 months from its dispatch, your application will be cancelled.
4. If you have not given at least 7 days notice of termination prior to the expiry of a billing month, we will debit the next month's minimum monthly recurring charge 7 days prior to the commencement of the next billing month.
5. If you wish to upgrade or downgrade to a different mobile plan, there is no charge for this, but the change may only be effected at the start of the next billing month and provided at least 7 days notice of the required change has been given.
6. If you require a new phone number because you have received calls of a harassing nature, we will supply you with a new phone number free of charge on the first occasion. You will have to pay a \$25.00 charge for any subsequent phone number changes.
7. Premium SMS/MMS Services are not supported.
8. Mobile plans do not include the provision of a mobile handset. If you bring your own handset, it must be unlocked and capable of functioning on the Vodafone GSM network.
9. Charges are incurred by you notwithstanding that no bill has been issued.
10. Generally, usage records will be available online 60 minutes after the usage event but records of some events, particularly international roaming events, may not be available until some time after the relevant billing month. You are liable for such usage events even if we only become aware of them after termination of the Mobile Service.
11. Services are available to approved customers only on direct debit/credit card. Payment by American Express will incur a surcharge of 3%.
12. Collection Notice: During your application for an Westnet service, you provided personal information to Westnet Pty Ltd. We collect your personal information to enable us to supply, support, bill and otherwise manage services that you (or a person/company with whom you are associated) acquire or wish to acquire. Without your personal information we will not be able to supply those services. The personal information you provide by completing these fields will not usually be disclosed to anyone else. Our privacy policy contains information about how we may use your personal information, how you may access your personal information and seek correction of such information as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint <https://www.westnet.net.au/about/legal/privacy>.