

CWNet VoIP Plan – Residential Unlimited - Critical Information Summary V1.1

CWNet Wireless Broadband is a fixed wireless broadband service that allows you to connect to the internet without the need for a phone line or fibre connection and is not connected to the NBN

This summary may not reflect any discounts or promotions which may apply from time to time.

Service Description

The Residential Unlimited VOIP home phone plan is provided to residential Australian Phone customers.

CWNet VoIP plans provide residential access to make and receive calls over the internet to the Public Switched Telephone Network (PSTN), via Voice over Internet Protocol technology.

Contract Term

You have no contract liability; we provide service only on a month-to-month basis.

Key Details

VoIP is internet telephony. The availability and quality of the service may differ from a standard telephone. CWNet only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about CWNet's VoIP services and the Customer Service Guarantee is available at www.cwnet.com.au/policies

Australian Phone VoIP Local Unlimited plan can be used to call the emergency number 000. However, you should **not** regard any VoIP service as a reliable service in an emergency.

Priority Assistance does not apply to CWNet VoIP services. VoIP services are not recommended if you or another resident have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line.

Pricing

Monthly Access Fee

\$34.95 per month. The Local Unlimited plan includes one DID (Australian Phone Number provided) from the desired location.

Setup Fee

CWNet will not charge you to port or start a residential plan.

There may be charges if you choose to port a "Complete or Business Service", these charges are a maximum of \$170.00.

Minimum Total Cost

\$34.95 minimum cost, for at least one month's monthly fees, including rental for DID. No hardware supplied by default. Calls outside the included value are extra.

Bundling

Bundling is not compulsory. You can opt to bundle an internet service, hardware service or any of our bolt-on features like SLA time frame.

Call Charges

- No flagfall for any type of calls.
- Local/National calls: FREE and Untimed.

- Calls to 13/1300 numbers: Untimed 30.0c/call.
- Calls to "Australian Phone Company" (on-net) customer numbers: FREE.
- Calls to Australian Mobiles: FREE and Untimed.
- International Calls
- Calls are charged in 60-second increments. Rates are subject to change. Full details of international call rates are available at: www.cwnet.com.au/plans/voip

Early Termination Charge

No termination fees as there are no contract obligations. Money will be returned excluding paid calls and monthly fees for used months.

Mandatory Components

Connection requires must maintain a broadband connection of at least 512/128k speed and a power supply.

You may choose to use your existing VoIP hardware, providing you are able to gain access to the configuration of the device. CWNet is able to supply you with the required hardware, this will be an additional cost to your monthly fee. The minimum cost for an adapter for an existing landline phone is \$85.00. Alternatively, you may use soft phone on your PC or mobile.

Any equipment supplied by CWNet is considered to be “in warranty” for manufacturing faults and defects for 12 months from the date of installation. This warranty does not cover damage to the modem by outside forces as per the manufacturer’s specifications. If a customer chooses to use their own equipment, CWNet will not be held responsible for any warranty over the product and will not offer free technical support with regards to the equipment outside of our network.

Billing

You are billed in advance according to your monthly billing cycle. This cycle typically falls on the date of your installation. Payment is made by automatic deduction from a Credit Card or Debit Card. To pay by another means please speak to our customer service team for options.

Any “non-standard installation fee” or hardware equipment fee is payable on the first invoice unless otherwise agreed. Any service callout fees throughout your service period will be payable in the next monthly invoice due.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at www.cwnet.com.au/policies

Please see our credit management policy for more details <https://www.cwnet.com.au/sitepad-data/uploads/2025/08/Credit-Management-Policy.pdf>

Termination / Cancellation Fees

There is no cancellation fee if you provide at least 5 days notice of cancellation prior to your next billing date, if you notify us within 5 days of your next billing date there may be a cancellation fee of up to the minimum monthly cost of your service.

If you cancel your service CWNet will there is no need to return any VoIP equipment to CWNet, however unless you arrange to port your phone number to another provider you will lose access and it may be reallocated to another user.

Other Information

Porting you’re your number

You must not deactivate your existing service when porting. Telephone numbers can only be ported while active.

CWNet provides no guarantee that it can port your telephone number from your current Service Provider. Your current Service Provider may reject this port request if the information you provide is incorrect or does not match the data held by them. A porting request may also be rejected for other reasons as stated in the LNP Industry Code.

Local Number Portability (LNP) does not guarantee you can keep your telephone number if you move to a different geographic location.

Please see the Porting Application form for full Terms and Conditions. <https://cwnet.com.au/sitepad-data/uploads/2025/08/CWNet-VoIP-Plans---Terms-and-Conditions---Number-Porting-V1.1.pdf>

Customer Service Contact Details

You can contact CWNet customer service for Support and Billing via the following methods –

- Phone 0429 659 220
- SMS (24Hrs and we will get to your ASAP)
- Email – accounts@cwnet.com.au or info@cwnet.com.au
- The contact us form on our website: www.cwnet.com.au/contact

Please note that CWNet team are available from 9am-5pm Monday to Friday and 10am – 3pm Saturday.

Dispute Resolution Process

If you are unhappy with the outcome of your customer service request and wish to take any matter further, please follow the process outlined here; <https://www.cwnet.com.au/complaints/>

or call us on 0429 659 220.

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

Further Information:

<https://www.cwnet.com.au/plans/plans-rural/>

This document is a summary only. The full legal terms for this plan are available at www.cwnet.com.au/tc