

# Critical Information Summary

ADSL Plan – 1<sup>st</sup> June, 2019



## Information about the Service:

The Inspired Broadband Standalone Data Plan provides a traditional ADSL, ADSL 2 or ADSL 2+Broadband service (depending on your location) with a monthly access fee. It is available to all residential customers in selected areas throughout Australia. The Inspired Broadband standalone service is available on a 12 months term and fees may apply for early termination. This is an agreement to supply the service at the address provided by you in your application. The service may be relocated to another address subject to serviceability, but we cannot guarantee that your number or monthly access fee will be transferrable and fees may apply. The service is available as a standalone product and you need to have an active telephone line. Calling options are completely disabled for this plan. You must arrange and connect your own handset/s- (Not included).

Please be advised that we can only offer our services at low prices if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with us to any of our offers, you agree to waive your rights under the CSG. For more information about CSG, please go to [www.inspiredbroadband.com.au/CSG](http://www.inspiredbroadband.com.au/CSG)

## Requirements & Availability:

The installation address for the service must have an existing physical telephone line with existing cabling. You will require a standard telephone handset (not included) to connect to the service. Disconnection of the service during the term of the agreement (other than the 10 business day cooling off period) will result in an Early Termination Fee.

Monthly invoices will be delivered either by post or electronically (you will need to supply us with a valid email address). This service is available for approved residential customers, as specified in our Standard Form of Agreement; SFOA.

## Minimum Monthly Plan Fee:

**Note:** See Plan Features & Inclusions below:

Usage Types	Amount
Monthly Plan Fee	\$59.95
Data Allowance	Unlimited
Setup Fee	\$49.95(Once Off – Includes a NBN Ready Wi-Fi Modem & billed on the first months invoice)
Excess Data Usage Charges	Not Applicable
Peak – Off Peak Usage	Not Applicable
Speed	ADSL2+/ADSL
Early Termination Fee	\$99.00 flat-fee-per service(applies)
Non Direct-Debit Fee	\$5.00 – per month multiplied by 12 months(Contract Duration)
Total Minimum Cost	\$769.35 over 12 Months

## Plan Features & Inclusions:

Services are Contracted for a Minimum Term of 12 months(One Year Contract)Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any. To ensure these prices, this offer is only available on a direct debit payment basis.

Hardware (a 4-port NBN™ ready, Wi-Fi Modem) is included /supplied when signed up for this plan. Customers also have the option of bringing their own Modem (B.Y.O) – please call Customer Helpdesk for more information.

This package is a Data Access service only. To add voice services select from our ADSL Bundle service plans. Please check all charges carefully.



Pro Rata charges apply for contracted plans only & are worked out as a fraction based on how many days in the month are left from the time you joined us plus one month's rental in advance.

Early termination fees (ETF) apply; except during any applicable cooling off period or after the term of the agreement. Should you cancel/terminate your services within the contract term or out of the 10 business day cooling off period, an Early Termination Fee – ETF" of \$99 flat- fee per service (applies), displayed in the pricing table above.

A monthly charge of \$2.95 Inc. GST applies for Paper Bills.

For any additional details about your plan, please refer to our website for full rates, terms, and conditions.

To qualify for this plan you must be the legal lessee of the telephone line.

**Billing, early termination, and cancellation policy:** All our plans are billed in advance via fixed date billing every month. These products are based on a 12-month agreement. Monthly invoices are issued via email only, payable by direct debit via credit or debit card (Visa, MasterCard, AMEX, or Diners) or bank account. A 3% surcharge will apply for all AMEX or Diners transactions. A \$19.95 late payment fee will be charged for any late payments. If you choose to receive your monthly account by post, a printed bill has a charge of \$2.95 per bill. The payment date is 14 days from the invoice issue date. No pro-rata credits or refunds are offered for any accounts. If you cancel your service with us (once the cool off period has expired) during the 12-month term, an early termination fee of \$99.00 flat fee-per service applies, stated in the pricing table above.

**Other Fees & charges:** Depending on the Inspired Broadband service, at times there may be a need for additional fees and charges. Specifically, an additional fee or charge could be applied where an incorrect call out is made. An example of that is where a Customer incorrectly requests us to arrange for a technician to visit premises or remotely diagnose a service were no fault or issue is found or the issue is found beyond the network boundary point.

A comprehensive outline of additional fees and charges is located on our website: [www.inspiredbroadband.com.au/fees-and-charges](http://www.inspiredbroadband.com.au/fees-and-charges)

## Contact Us:

You can contact us and even get an update on your usage at [enquiry@inspiredbroadband.com.au](mailto:enquiry@inspiredbroadband.com.au) or phone us on 1300 107 744 between 8am to 7pm Monday to Friday and between 8am to 4pm on Saturday. You can leave messages on public holidays and Sunday and we will contact you on the next business day.

If you have any concerns or complaints, you can access our complaints handling process by calling us or at [www.inspiredbroadband.com.au/downloads/policies/Complaint\\_Handling\\_Process\\_Summary.pdf](http://www.inspiredbroadband.com.au/downloads/policies/Complaint_Handling_Process_Summary.pdf)

You can also contact the Telecommunications Industry Ombudsman (T.I.O) at [www.tio.com.au](http://www.tio.com.au)