

# Critical Information Summary

ADSL Bundle Plans – 1<sup>st</sup> June, 2019



## Information about the Service:

The Inspired Broadband Home Phone & Internet Bundle Plans provide you with a traditional landline telephone service and an ADSL, ADSL 2 or ADSL 2+ Broadband service (dependent on your location) with a monthly access fee. They are available to residential customers in selected areas throughout Australia. The Inspired Broadband Home Phone & Internet Bundle Plans are on an 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 additional fees may apply. Line Rental is included in the package. These services are a part of a Product Bundle. You must arrange and connect your own handset/s.

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 either service in the Bundle will result in the termination of any bundled discounted pricing where the remaining service will be priced at the full rate. An Early Termination Fee will be applied to the disconnected service.

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:

Monthly Plan Fee	\$79.90	\$84.90	\$99.90
Line Rental	Included	Included	Included
Local Call Charges	33c per call	Included	Included
National Call Charges	20c per min	Included	Included
Mobile Call Charges	20c per min	20c per min	Included
13/1300 Call Charges	30c per call		
Data Allowance	Unlimited		
Setup Fee	\$49.95 (Once Off – Includes a NBN™ ready Wi-Fi Modem)		
1900 & Premium Call Charges	Charges vary - check before dialing		
International Call Charges	Destinations priced individually - Check website/Call: 1300 107 744		
Maximum Monthly Charges	Depends on the number and type of calls made, not included in the plan		
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	\$1,008.75 Over 12 Months	\$1,068.75 Over 12 Months	\$1,248.75 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. 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/Subscribers are required to arrange and connect their own handset/s to utilize the services. This package combines both Voice Services and Data Access Options. Please check and understand all charges carefully.

The Plan includes Line Rental Charges and GST, but excludes Unlimited Calling options within Australia, Additional expenses apply for calls to Back to Base Alarms, Unique Numbers of 1345 number series, 1900 numbers and Special Services within Australia. Please consider and understand the Free Minutes included when calling Australian Mobile numbers and subsequent charges applicable.

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 and after the term of the agreement. Should you cancel/terminate your services within the contract term and out of the 10 business day cooling off period, an Early Termination Fee – ETF" of \$99 flat-fee per service applies, stated 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)