

Critical Information Summary

Residential Standalone PSTN Plans – 1st June, 2019



Information about the Service:

Inspired Broadband Standalone PSTN (Copper-wire) range of Home Phone plans provides you with a traditional landline telephone service with a monthly access fee, available to residential customers including Line-rental. (Handset is not included)

The service may be relocated to another address but we cannot guarantee that your number will be transferrable. The service is available as a stand-alone product or as part of a bundled package. This is not a priority assistance product.

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

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 within the term of the agreement (but not during the 10-business day cooling off period) will attract an Early Termination Fee. Value added services (such as message bank, caller ID etc) will attract additional monthly fees added to your bill. 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 Type | Usage Category and Amount (inc. GST) | | |
|-----------------------------|---|---------------------------|---------------------------|
| Monthly Plan Fee | \$29.95 | \$44.95 | \$59.95 |
| Line Rental Charges | Included | Included | Included |
| Local Call Charges | 33c per call | Included | Included |
| National Call Charges | 20c per minute | Included | Included |
| Mobile Call Charges | 20c per minute | 20c per minute | Included |
| 13/1300 Call Charges | 30c per call | | |
| 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 | \$359.4 over 12 Months | \$539.4 over 12 Months | \$719.4 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 is not 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 is a Voice Only service. For Data Access Options please refer to our Data Plans and Bundle Plans.

The Plan includes Line Rental Charges and GST, but excludes Unlimited Calling within Australia and Data/MMS/Internet options, Additional Expenses apply for calls to Back to Base Alarms, Unique Numbers of 1345 number series, 1900 numbers and Special Services within Australia.

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 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 \$99.00 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

Contact Us:

You can contact us and even get an update on your usage at 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

You can also contact the Telecommunications Industry Ombudsman (T.I.O) at www.tio.com.au