

Critical Information Summary

Residential NBN™ VoIP Plans – 1st December, 2019



Information about the Service:

Inspired Broadband NBN™ Plans deliver Residential Grade Broadband Internet Voice (VoIP –Voice over Internet Protocol) over the NBN™ network to the boundary point of your premises, offering various calling options, specified in our Standard Form of Agreement; SFOA. It is not part of a product bundle and includes a NBN™ compatible Wi-Fi Modem/Router. You must arrange and connect your own NBN™ ready 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

Requirements & Availability:

Inspired Broadband NBN™ bundle plans also include a VoIP telephone service. (Handset is not included). This service only works with an internet service and when power is uninterrupted. It includes dialing emergency numbers but is not suitable for people that require priority assistance.

If you require an existing telephone number to be ported over to an NBN™ VoIP phone service, please note this can take up to six (6) weeks. The port will only commence once your NBN™ broadband service is activated. To ensure a smooth port and that you have continuity of connected calls during the porting process, you must keep your existing telephone service with your current or legacy provider active until the port is completed. It is your responsibility to keep your existing phone number active and Inspired Broadband is unable to port an inactive phone service.

Minimum Monthly Plan Fee:

Note: See Plan Features & Inclusions below:

| Usage Types | Amount (Inc. GST) |
|------------------------------------|---|
| Minimum Monthly Charge | \$19.95 |
| Standard Local Landline Calls | Included |
| Calls to National Landline Numbers | Included |
| Calls to Australian Mobile Numbers | Included |
| Calls to 13/1300 Numbers | 40c – per call |
| Non Direct-Debit Fees | \$5.00 – per month multiplied by 24 months(Contract Duration) |
| Total Minimum Cost over 24 Months | \$577.80 Includes \$99 Set-up Fee(Once Off) |

Plan Features & Inclusions:

Inspired Broadband's NBN™ plans offer VoIP telephone Services, which are contracted for a Minimum Term of 24 Months (One Year Contract). Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates extended, if any. Plan charges include monthly line rental, an NBN compatible modem/router, GST, Voice Message Retrieval, Caller ID Display, & dialing 1800 Numbers in Australia.

Use of our NBN™ plans requires a compatible modem/router. It is your responsibility to configure a BYO modem/router and Inspired Broadband offers limited support for BYO modem configuration. Inspired Broadband supplies an NBN™ compatible modem (www.inspiredbroadband.com.au/nbn-hardware) with pre-configured settings (plug and play) for \$99(billed on the first months invoice). Once purchased, this modem is non-refundable, other than within your rights under the Australian Consumer Law.



Inspired Broadband does not support any equipment or wiring at your premises beyond the network boundary point. When you connect to one of our NBN plans, some equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. Inspired Broadband bears no responsibility for any equipment or services at your premises that may be impacted when connected to one of our plans. Inspired Broadband does not offer priority assistance.

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 24-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.

Availability and connection charges: Inspired Broadband **NBN™** services may not be available in all areas or premises and there may be technical reasons that affect our ability to connect **NBN™** at your address. Please contact our team for availability on 1300 107 744. **NBN™** plans are delivered on multiple network technologies including Fibre to the Premises (**FTTP**), Fixed Wireless, Fibre to the Node (**FTTN**), Fibre to the Basement (**FTTB**), Hybrid Fibre Coaxial (**HFC**), and Fibre to the Curb (**FTTC**). Unless already connected, **NBN™** may need to install its equipment in your premises. Standard installations of **NBN™** equipment is performed without charge to you. If applicable, an **NBN™** Greenfields New Development Charge is \$300. This may apply at a premises that is in a newly developed area or building and is not an installation fee, but an activation fee that will apply to the first **NBN™** service connected at the premises. If applicable, an **NBN™** New Copper Pair charge is \$300. This would apply on FTTB/N/C where an active PSTN/ULL phone line is connected and the ULL of this active line can't be provided. If an NBN technician is required to rectify a faulty service, NBN charges \$150/Hour, which Inspired Broadband will pass through the charge on next monthly account.

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 where 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

NBN™ speeds and throughput: The download and upload speeds stated for each **NBN™** plan are the maximum that each type can deliver and will rarely be achieved by any user for all sorts of reasons. We make no guarantee on the actual speeds that will be achieved as we rely on our suppliers to ensure services are provisioned to deliver optimum speeds at all times. Speeds will be affected by internal and external factors including the type of content downloaded, the connection method within the premises (whether fixed or wireless), your network, operating system, hardware, software, the number of end-users using the service at the same time, the source of the content being downloaded and network contention or congestion in any of our supplier's networks.

Speeds achieved on **FTTN/FTTP/FTTB** can only be confirmed once a service is activated and depends on the maximum sync rate of physical infrastructure connected to your premises. Services delivered over **FTTN/FTTP/FTTB** may not be able to obtain typical plan speeds. Where Co-existence exists, nbn will only guarantee minimum attainable sync speed of 12/1 Mbps for FTTN and 25/5 Mbps for FTTB services. Wireless services can only be confirmed once a service is activated and depend on the distance to the closest cell tower and various environmental factors surrounding the premises. Services delivered over Fixed Wireless may not be able to obtain typical plan speeds and do not have a minimum requirement for speed.

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 9am to 6pm on Saturday and public holidays. You can leave messages on 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