

# Critical Information Summary

ADSL2+ Broadband Metro Bundle Plans



## Information About Service

The Home Phone & Internet Bundle Plans provide you with a traditional landline telephone service and an ADSL2+ Broadband service with a monthly access fee. They are available to residential customers in selected **Metro** areas throughout Australia.

The Inspired Broadband Home Phone & Internet Bundle Plans are on a 24 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 bundled package including line rental.

## 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 to connect to the service. Disconnection of either bundled service will result in disconnection of the other service and any Early Termination Fee will be applicable.

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.

## Information About Pricing

Monthly Plan Fee	\$79	\$89	\$99
ADSL2+/ADSL Data Allowance	Unlimited	Unlimited	Unlimited
Line Rental	Included	Included	Included
Local Calls	20c per call	Included	Included
National Calls	25c per min	Included	Included
Mobile Calls	39c per min	39c per min	Included
13/1300	40c per call		
Modem Fee	\$99 (once off)		
1900 & Premium Calls	Charges vary - check before dialing		
International Calls	Charges vary by destination. See our website for details		
Maximum Monthly Cost	Dependent on quantity / duration of calls not included in the plan		
Early Termination Fee	\$199.00 or months remaining multiplied by monthly access fee per service (lesser amount applies)		
Paper Bill Fee	\$2.95		
Total Minimum Cost	\$1,995 over 24 months	\$2,235 over 24 months	\$2,475 over 24 months

## Other Information

To access your updated usage information and other details, call our trained consultants on: 1300 107 744

### Customer Care Contact Details

<b>Phone:</b>	1300 107 744
<b>Fax:</b>	03 9012 4454
<b>Email:</b>	enquiry@inspiredbroadband.com.au
<b>Online:</b>	www.inspiredbroadband.com.au
<b>Postal:</b>	Suite 10.01, 3 Bowen Crescent, Melbourne VIC 3004
<b>Trading Hours: (AEST)</b>	Weekdays: 8:00 am – 7:00 pm   Saturday: 8:00 am - 4:00 pm Sundays & Public Holidays: Closed

### Complaints and Dispute Resolution

#### Internal Complaints and Dispute Resolution

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at [www.inspiredbroadband.com.au](http://www.inspiredbroadband.com.au)

#### TIO (Telecommunications Industry Ombudsman) contact details:

<b>Phone:</b>	1800 062 058
<b>Fax:</b>	1800 630 614
<b>Email:</b>	tio@tio.com.au
<b>Online:</b>	www.tio.com.au
<b>Postal:</b>	PO Box 267, Collins Street West, VIC 8007
<b>Trading Hours:</b>	9am to 5:30pm – AEST; Monday to Friday