

# Critical Information Summary

ADSL2+ Metro Plan



## Information About Service

This Standalone Internet Plan provides you with a traditional ADSL2+ internet service with a monthly access fee. They are available to all residential customers in selected **Metro** areas throughout Australia.

The Inspired Broadband standalone ADSL2+ are available 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 standalone product and you need to have an active telephone line.

## Requirements & Availability

You will require a standard telephone handset to connect to the 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.

## Information About Pricing

<b>Monthly Plan Fee</b>	<b>\$49</b> An active telephone line is required for signing up this plan
<b>ADSL2+/ADSL Data Allowance</b>	<b>Unlimited</b>
Modem Fee	\$99 (once off)
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	\$1,275 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