

Critical Information Summary

Residential NBN™ Bundle Plans



Information About Service

The **NBN™** is a high-speed broadband internet and VoIP service which is currently being rolled out by nbnco. A connection with Inspired Broadband will provide you with access to the internet via the **NBN™** connection box. To get a Inspired Broadband **NBN™** service you must be in an eligible **NBN™** area as specified in our Standard Form of Agreement; SFOA.

Speeds:

Your broadband service over the **nbn™** offers download speeds into your home at up to **25/5 Mbps**.

Requirements & Availability

A standard installation of the **NBN™** equipment is included free of charge. If your installation is non-standard, nbn will discuss and obtain your agreement to any additional charges before starting the work. These charges will be incurred through Inspired Broadband and charged on your statement. You must be the owner of the property where the service is being installed. If not, you must obtain consent from the owner before proceeding with installation.

Beyond the **NBN™** Connection Box, your **NBN™** installer won't undertake internal wiring tasks and permanent cabling through wall, floor or ceiling cavities. This must be done by a registered cable installer if required.

Information About Pricing

Monthly Plan Fee	\$90	\$95	\$105
NBN Speed Up to	25/5 Mbps		
nbn™ Data Allowance	Unlimited	Unlimited	Unlimited
Line Rental	Included	Included	Included
Local Calls	20c per call	Included	Included
National Calls	20c per call	Included	Included
Mobile Calls	19c per min	19c per min	Included
13/1300 Calls	40c per call		
Modem Fee	\$99 (once off)		
Early Termination Fee	\$199 or months remaining multiplied by monthly access fee per service (lesser amount applies)		
Paper Bill Fee	\$2.95		
Total Minimum Cost	\$2,259 over 24 months	\$2,379 over 24 months	\$2,619 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

Phone:	1300 107 744
Fax:	03 9012 4454
Email:	enquiry@inspiredbroadband.com.au
Online:	www.inspiredbroadband.com.au
Postal:	Suite 10.01, 3 Bowen Crescent, Melbourne VIC 3004
Trading Hours: (AEST)	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

TIO (Telecommunications Industry Ombudsman) contact details:

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