

## Information about Service

The NBN™ is a high-speed broadband internet 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 the following speeds:

Standard: 12/1 Mbps | Fast: 25/5 Mbps | Faster: 50/20 Mbps | Fastest: 100/40 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.

## Minimum Monthly Plan Fee

Monthly Plan Fee	\$69.95	\$79.95	\$89.95	\$99.95
NBN Speed Upto	12/1 Mbps	25/5 Mbps	50/20 Mbps	100/40 Mbps
NBN™ Data Allowance	UNLIMITED			
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	\$1,777.80 Over 24 Months	\$2,017.80 Over 24 Months	\$2,257.80 Over 24 Months	\$2,497.80 Over 24 Months

NBN™ Speeds: FTTN, FTTC & FTTB speeds to be confirmed when active. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by iiNet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Typical Evening Speeds indicate download speeds and is measured between 7pm and 11pm.

In order to help Australians make informed choices when it comes to the NBN™, Inspired Broadband is amongst the first Internet Service Providers to advertise typical evening speeds for NBN™

These speeds measure the typical download speeds nationwide between 7PM to 11PM (local time). This is when the network is busiest and performance issues such as congestion are the most likely to occur, so measuring speeds during this period provides more realistic information about the speeds you can expect to experience on NBN™

Inspired Broadband advertises the following speeds for **NBN™** FTTP, FTTB, FTTN, FTTC & HFC services:

- 12/1 Mbps: Typical evening speed 10.3 Mbps download
- 25/5 Mbps: Typical evening speed 19.9 Mbps download
- 50/20 Mbps: Typical evening speed 44 Mbps download
- 100/40 Mbps: Typical evening speed 82.7Mbps download

## 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](http://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