

Information About Service

The Inspired Broadband range of Simple Home Phone plans provides you with a traditional landline telephone service with a monthly access fee, available to residential customers including line rental.

The service may be relocated to another address but we cannot guarantee that your number will be transferrable. The service is available as a stand-alone product or as part of a bundled package. This is not a priority assistance product.

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.

Existing value added services (such as message bank, caller ID, handset rental etc) will remain the same and the cost will simply be added to your bill without mark up.

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	\$29	\$49	\$59
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		
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 or months remaining multiplied by monthly access fee per service (lesser amount applies)		
Paper Bill Fee	\$2.95		
Total Minimum Cost	\$696 over 24 months	\$1,176 over 24 months	\$1,416 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