



Inspired Techs Pty Ltd

Critical Information Summary

Inspired Cloud NBN Broadband

Information About The Service

The service:

Inspired Cloud is an asymmetrical high speed broadband internet for your business provided over the National Broadband Network (NBN™) with a monthly included data allowance. By default your plan will be reduced (shaped) to 64Kbps once you used up all your included allowance or you can continue using the service at the same speed and pay excess data charges by choice.

Mandatory components:

You will require an NBN compatible modem/router for this service. The monthly fee does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information

Minimum term:

The service is available with a minimum term of 12 months or 24 months.

Important conditions:

This service may not be available at your location. Please contact success@inspiredtechs.com.au or call us to find out if you can be connected to this service at your location.

This service provides you with a static IP address.

Installation:

The first installation of NBN™ at a premises is free (new copper pairs not included).

A Technician will need to attend your premises in order to install this product; they may require access inside the property. More than one visit may be required. You will not be charged for these site visits, unless you change a scheduled appointment. Inspired Techs is not responsible for these charges as they are imposed by a third party supplier.

Exclusions:

Additional infrastructure

The Technician will not: Install any cabling between the MDF and the Internal Distribution Frame (IDF), and will not supply or install any

router / firewall / network cabling / other equipment.

Hardware:

Hardware is not included with this service. We do not provide support for hardware purchased from other vendors.

New Copper Pairs:

The cost of new copper pairs are not included with this service. This costs \$450 ex GST and may only be applicable for new addresses.

Relocation of an existing Inspired Cloud NBN service:

We require 40 business days advance written notice with details of the address you wish to move your service to (fees apply).

If your service is within contract: Relocation fee, Early Termination Charge & Set up fee (if applicable based on new plan selected)

If your service is out of contract: Relocation fee & Set up fee (if applicable based on new plan selected)

We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. If you move to a location where this service is not available, you will be required to pay the Early Termination Charge listed in this CIS.

Qualifications:

Availability

Availability of this product depends on whether nbn co has rolled out NBN™ in your area. Check the NBN™ rollout map or contact our Sales team on success@inspiretechs.com.au

Speed

Your estimated minimum/up to throughput speeds will depend on the plan you choose.

Plan	Up to speed (Download/Upload)
Inspired Cloud NBN 25/5	25/5mbps
Inspired Cloud NBN 50/20	50/20mbps
Inspired Cloud NBN 100/40	100/40mbps

*Your actual speed levels within this range will depend on a number of factors and may be slower than the maximum speed indicated here. These factors include hardware/software configuration, source and type of content downloaded, connection cable type, the number of users, route to host destination setup, and performance of infrastructure not supplied, operated or maintained by Inspired Techs.

Installation:

A technician may need to visit the premises to complete installation of the service. You must:

- Provide the correct service address
- Supply power for the Network Termination Unit (NTU)
- Ensure safe entry for the Technician to access the Main Distributio

Information About Pricing

Minimum monthly charge:

Monthly included allowance	250 GB	750 GB	1250GB
NBN 25/5 - 12 month	\$60.00	\$72.0	\$89.00
Minimum charge for entire term	\$720.00	\$964.00	\$1068.00
NBN 50/20 - 12 month	\$73.00	\$85.00	\$105.00
Minimum charge for entire term	\$876.00	\$1020.00	\$1260.00
NBN 100/20 - 12 month	\$81.00	\$99.00	\$125.00
Minimum charge for entire term	\$972.00	\$1188.00	\$1500.00

NBN 25/5 - 24 month	\$60.00	\$72.0	\$89.00
Minimum charge for entire term	\$1440.00	\$1928.00	\$2136.00
NBN 50/20 - 24 month	\$73.00	\$85.00	\$105.00
Minimum charge for entire term	\$1752.00	\$2040.00	\$1520.00
NBN 100/20 - 24 month	\$81.00	\$99.00	\$125.00
Minimum charge for entire term	\$1944.00	\$2376.00	\$3000.00

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Unit Pricing Information:

Monthly included allowance	250 GB	750 GB	1000GB
Cost of using 1GB incl. in allowance, 12 month contract	\$6.00/GB	\$2.33/GB	\$1.33/GB
Cost of using 1GB incl. in allowance, 24 month contract	\$5.00/GB	\$2.00/GB	\$1.17/GB
Excess data charges (when service is not speed-shaped)	\$7.00/GB	\$7.00/GB	\$7.00/GB

Other Information

Usage information:

We will inform you when you reach 50%, 75%, 90% and 100% of your usage via email, you may find out your current usage by emailing roc@inspiredtechs.com.au

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 02 4380 8383 or by sending an email to roc@inspiredtechs.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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