

## Critical Information Summary

### *anspired Cloud ADSL2+*

#### Information About The Service

##### *The service:*

anspired Cloud ADSL2+ is an ADSL2+ broadband service offering fast speed internet access 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.

##### *Bundling:*

You must have a dedicated phone line with for this service to work. This service is not conditional on you having a phone line with us and equally the phone line rental is not included in the service.

Please contact us if you wish to have a service that also includes a phone line with us.

##### *Mandatory components:*

You will require a 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 [sales@anspired.com.au](mailto:sales@anspired.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.

#### Information About Pricing

##### *Minimum monthly charge:*

Monthly included allowance	250 GB	750 GB	1000GB
Minimum monthly charge 12 month contract	\$75.00	85.00	\$95.00
Minimum charge for entire term	\$900.00	\$1020.00	\$1140.00
Minimum monthly charge 24 month contract	\$75.00	\$85.00	\$95.00
Minimum charge for entire term	\$1800.00	\$1040.00	\$1280.00

*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 [support@anspired.com.au](mailto:support@anspired.com.au)

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 267 747 or by sending an email to [support@anspired.com.au](mailto:support@anspired.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>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of January 2018.