

ABOUT US

Lightning Broadband is 100% Australian-owned and locally-based, with over 10 years’ experience in providing superior internet connections.

INFORMATION ABOUT THE SERVICE

Description of the Service

Lightning Broadband uses a combination of both Fibre Network and high-speed wireless technologies to enable eligible premises to get ultra-high-speed internet connectivity.

Eligible customers can also choose to include a Voice over IP (VoIP) phone service, offering great call rates and inclusions depending on your choice of VoIP Plan at an additional Charge.

Service Availability

The Lightning Broadband service is only available within a Lightning Broadband ready service area and subject to an assessment of your premises suitability by a Lightning Broadband approved Technician.

Minimum Term

Lightning Broadband FTTP/FTTB plans have a **1 month** minimum term, which applies to the Broadband plan and any optional VoIP Plan.

Price Match Policy

We guarantee to match our price to any NBN™ Tier 1 telecommunications company’s comparable offer within the Australian market. A comparable offer takes into consideration the average bandwidth advertised (on both download and upload), and the level of service guaranteed.

Fair Use Policy

Service must be used in line with our Fair Use policy, and may be subject to suspension or cancellation if used in an unreasonable or fraudulent manner, or use of the service breaches the policy - Fair Use policy available at:

<https://www.lightningbroadband.com.au/about/terms/>

Broadband Speed

Customers can choose from one of our great broadband plans

- LBIBS - 1000 up to 1000 Mbps upload/download
- LBIBS - 500 up to 500 Mbps upload/download
- LBIBS - 300 up to 300 Mbps upload/download
- LBIBS - 200 up to 200 Mbps upload/download
- LBIBS - 100 up to 100 Mbps upload/download
- LBIBS - 75 up to 75 Mbps upload/download
- LBIBS - 50 up to 50 Mbps upload/download
- LBIBS - 25 up to 25 Mbps upload/download

Actual speeds may vary and may be slower than the maximum Lightning Broadband wholesale connection speeds.

Your Data Allowance

Lightning Broadband Business plans on a 1 month contract comes with **unlimited data**.

Cancellation Fees

Cancellation Fee is the Monthly Plan Charge and Monthly VoIP Charge (where applicable) multiplied by the number of all as yet unbilled months remaining in the Contract Term.

INFORMATION ABOUT PRICING

The Charges payable include the Monthly Plan Charge, Activation Fee, and Other Fees & Charges as outlined below. Plans governed by the Essential SLA can be upgraded to Enhanced SLA coverage for an additional \$50/month. Customers can also choose from our Router and Optional VoIP add-on options.

Monthly Plan Charge

The minimum Monthly Charge for Lightning Broadband Plan is \$78/month for the 25/25 Mbps Plan or a total Minimum Charge of \$178 excluding GST and standard installation over 1 months. The Charges for other plan options are as tabulated below.

Business Plan	Maximum Speed upload/download	data allowance	Standard Activation Fee (\$excl-GST)	Monthly Plan Charge (\$excl-GST)	Total Minimum Charge over 1 Months* (\$excl-GST)	Monthly Plan Charge (\$excl-GST)	Total Minimum Charge over 1 Months* (\$excl-GST)
				Basic Service***		Essential SLA	
LBIBS - 1000	1000/1000 Mbps	unlimited	\$100	\$550/month	\$650	\$599/month	\$699
LBIBS - 500	500/500 Mbps	unlimited	\$100	\$275/month	\$375	\$325/month	\$425
LBIBS - 300	300/300 Mbps	unlimited	\$100	\$210/month	\$310	\$250/month	\$350
LBIBS - 200	200/200 Mbps	unlimited	\$100	\$155/month	\$255	\$200/month	\$300
LBIBS - 100	100/100 Mbps	unlimited	\$100	\$109/month	\$209	\$150/month	\$250
LBIBS - 75	75/75 Mbps	unlimited	\$100	\$100/month	\$200	\$120/month	\$220
LBIBS - 50	50/50 Mbps	unlimited	\$100	\$87/month	\$187	\$95/month	\$195
LBIBS - 25	25/25 Mbps	unlimited	\$100	\$78/month	\$178	\$85/month	\$185

Lightning Broadband

*^Please note: Includes minimum Standard Activation Fee of \$100 (paid at time of activation) plus Monthly Plan Charge over 1 months, GST Excluded
^^ A one-off \$300 (GST Excluded) new development fee may apply on the initial connection of a property and will be confirmed upon sign-up.
*** provided on a best-efforts basis*

FTTP/FTTB BUSINESS CUSTOMERS - CRITICAL INFORMATION SUMMARY

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Optional Router

The Installation Charges above exclude provision of a compatible router.

You can connect with your own compatible router (NBN compatible, supporting 1000Mbps+ WAN) which will also need to be WiFi and/or VoIP enabled if you want to connect wireless devices or make use of your included VoIP services and any cabling to connect it to the wall point.

Alternatively, Lightning Broadband can provide you with a fully configured, unlocked router for a one-time fee as tabulated below.

Offer*	Included	Total Minimum Charge (\$excl-GST)
Network Support Bundle	Fully Configured Router	\$170
Ultimate Coverage 1	Fully Configured Router + 1 satellite	\$250
Ultimate Coverage 2	Fully Configured Router + 2 satellites	\$350
Full Setup Bundle^	Full Set up by an LBB technician	\$290

**All offers Include a fully configured router, unlocked and NBN compatible with 2 years warranty*

^Full Setup Bundle Available in Melbourne & Sydney Metropolitan only

Optional VoIP Phone Plan Available

Eligible customers can also choose to include a Voice over IP (VoIP) phone service. Refer to our VoIP Critical Information Summary for details.

Cancellation Subsidiary Consequences

Regardless of Cancellation Fees, cancelling your Lightning Broadband service may also result in a cancellation of any other Lightning Broadband products you've purchased, that are only available when bundled with Lightning Broadband. Should those products have their own contract, you will be liable for their associated break fees, if applicable.

GST

All dollar values in this Critical Information Summary are exclusive of GST unless stated otherwise.

Payment

Payment is strictly by credit card or bank transfer. Visa, MasterCard and AMEX have no surcharge.

Other Fees and Charges

In accordance with our Terms and Conditions Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fee, Service Reconnection Fee, Payment Declined Fee, Hardware Replacement Fee. Refer to the Lightning Broadband Terms and Conditions – Appendix A Pricing Schedule available at: www.lightningbroadband.com.au/terms/.

OTHER INFORMATION

Other Information

Our Broadband and VoIP services can be delivered to your premises using the fibre Network and/or via Lightning Broadband innovative wireless technologies – further information regarding which is available at www.lightningbroadband.com.au.

Contact Us!

You can contact Lightning Broadband customer service for Sales, Support & Billing assistance via

Phone: 1800 477 333
Email: help@lightningbroadband.com.au
Website: www.lightningbroadband.com.au

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with the resolution of your complaint by Lightning Broadband, you may wish to contact the TIO, an independent dispute resolution body via:

Phone: 1800 062 058
Email: tio@tio.com.au
Fax: 1800 630 614
Mail: PO Box 276, Collins Street West VIC 8007

Lightning Broadband

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