

**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 plans have a \*standard **24 month** minimum term, which applies to the Broadband plan and any optional VoIP Plan.

**Early termination and Minimum Charge**

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

**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/>

**Contention Ratios**

Our business customers benefit from a point-to-point link and a lightning fast uncontended connection to our data centre.

**Broadband Speed**

Customers can choose from one of our great broadband plans

- LBBS - 500 up to 500 Mbps upload/download
- LBBS - 250 up to 250 Mbps upload/download
- LBBS - 100 up to 100 Mbps upload/download
- LBBS - 50 up to 50 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 comes with **unlimited data**.

*\*12 and 36 non-standard contract terms are also available, with a different fee as described on page 2.*

**INFORMATION ABOUT PRICING**

The Charges payable include the Monthly Plan Charge, Installation Charges, and Other Fees & Charges as outlined below. 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 \$199/month (excl-GST) for the 50/50 Mbps Plan or a total Minimum Charge of \$5,076 (excl-GST) including standard installation over 24 months. The Charges for other plan options are as tabulated below.

Business Plan	Maximum Speed Upload/Download	Data Allowance	Monthly Plan Charge (\$excl-GST)	Standard Installation Charge* (\$excl-GST)	Total Minimum Charge over 24 Months^ (\$excl-GST)
LBBS-500	500/500 Mbps	Unlimited	\$499/month**	\$300	\$12,276
LBBS-250	250/250 Mbps	Unlimited	\$399/month**	\$300	\$9,876
LBBS-100	100/100 Mbps	Unlimited	\$299/month**	\$300	\$7,476
LBBS-50	50/50 Mbps	Unlimited	\$199/month**	\$300	\$5,076

*^Please note: Includes minimum Standard Installation Charge of \$300 (paid at time of installation) plus Monthly Plan Charge over 24 months.*

*\* Note other installation payment options are available – see Installation Charges below for details.*

*\*\* Upgradable to include Enhanced SLA cover with an additional \$50 to the monthly plan charge.*

**Installation Charges**

Note our standard installation includes for a Lightning Broadband wireless receiver (Wireless CPE), standard mast and cabling to the nearest suitable internal wall location with wall plate, and connection of power supply to the wireless receiver.

**Lightning Broadband**

Installation Charge Option	Installation Charge (\$excl-GST)
12 Months	\$600 payable upfront*
<b>Standard – 24 Months</b>	<b>\$300 payable upfront*</b>
36 Months	\$0 FREE install

\*unless otherwise advised - upfront charges are payable upon installation

\*\*standard installation defined as mast height of 1.8m - 2.4m and cable run of up to 30m

Additional installation charges may apply for non-standard sites which includes those which are unusually complex, require significant additional cabling, extended mast, or located outside the capital city metropolitan areas. Your installation technician will advise you if non-standard works are required prior to installation.

#### Router

The Installation Charges above exclude provision of a compatible router.

You can connect with your own compatible router (NBN compatible, supporting 100Mbps+ 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.

#### 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/](http://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](http://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](mailto:help@lightningbroadband.com.au)  
Website: [www.lightningbroadband.com.au](http://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](mailto:tio@tio.com.au)  
Fax: 1800 630 614  
Mail: PO Box 276, Collins Street West VIC 8007

#### Lightning Broadband