

Lightning Broadband Internet Plans

ABOUT US

Lightning Broadband is 100% Australian-owned and locally based, with over 9 years' experience in providing superior internet connections. Lightning Broadband is the retail business unit of Lynham Networks Pty Ltd.

INFORMATION ABOUT THE SERVICE

Description of the Service

Lightning Broadband uses a combination of both Fibre Network and high-speed wireless technologies owned by Lightning Wholesale (the wholesale business unit of Lynham Networks Pty Ltd) and its providers, to enable eligible premises to get internet connectivity delivered to the network boundary (data point or network termination device) of your property. Any cabling or equipment in your premises beyond the network boundary is your responsibility.

For FTTB deployments, we may use cat 6 or similar cabling from the building basement to the data point in your premises to deliver the service. Preinstalled Wi-Fi enabled equipment may support up to a certain speed, above which the use of a router may be advisable. Wi-Fi coverage may also vary. 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 Wholesale ready service area and subject to Infrastructure availability at premises. Residential plans are only available to non-ABN holders. ABN holders can choose from one of our great Business Plans. Please refer to our Fair Use Policy for further details.

Broadband Speed

Plans are subject to availability and actual speeds may vary and may be slower than the upload and download speeds shown due to multiple factors including but not limited to, type/source of content being downloaded, hardware and software configuration and performance, property layout and building materials, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Lightning Broadband. Devices connected by Wi-Fi and Powerline Adaptors may experience slower speeds than those connected by Ethernet cable. Please contact us as soon as possible if you are not achieving satisfactory speeds and we will provide some troubleshooting tips that may improve things. For more information regarding the factors that can impact end user experience, and troubleshooting assistance please see <https://commsalliance.com.au/BEP>

Minimum Term

Lightning Broadband FTTB/FTTP plans are available on a no-lock contract term and 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.

Plan Change

There is no fee to change Lightning Broadband plan speeds. This can be requested via the Customer Portal, email or over the phone. Please note downgrades cannot be conducted mid-month and take effect in line with the next billing cycle. Upgrades can be applied at any time and a pro-rata invoice, in line with the new speed plan pricing, will be issued for the remaining period of the existing billing cycle.

Downgrades will be billed at your current rate for the current billing period. Speeds higher than 100/100 Mbps are subject to availability. Please contact us directly to confirm these plans are available before submitting a plan change request.

Your Data Allowance

Lightning Broadband plans come with **Unlimited data**. You can monitor your internet usage by logging into your Account online at: <https://simple.lightningbroadband.com.au/client/login>

Fair Use Policy

You can monitor your internet usage by logging into your Account online at: <https://simple.lightningbroadband.com.au/client/login>. 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, available at: <https://www.lightningbroadband.com.au/about/terms/>

Cooling off period

If you are offered the service unsolicited, you have a 10 business day cooling off period pursuant to Australian Consumer Law and are free to cancel within that period. If you cancel the service during the cooling off period, we will refund the cost of any router shipped to you only if it is returned in good condition with the original packaging.

Important Online safety information

Our Online Safety Code Manual available at <https://www.lightningbroadband.com.au/about/terms/> includes important information about internet content filtering products that may limit or prevent access to illegal or restricted material on the internet

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.

Service Calls

A technician may attend a property to assess reports of a failure in service. This will be provided only once initial troubleshooting has been conducted by the customer, with guidance by our staff. Incorrect call out fees may apply if at this time, the fault is found not to be with the service delivered by Lightning Broadband, but as a result of a factor not within the remit of our responsibility as the ISP

Power Outages and Medical/Security alarms

Lightning Broadband does not provide landline services or priority assistance. If specialised services like Back to Base, Security Alarm or Medi-Alert are connected in your home, please note VoIP services we provide operate over the Internet and therefore a VoIP phone service may be disrupted in the event internet services are lost. Lightning Wholesale fibre to the premises generally will not work during a power outage as there may not be power to the network termination device in your premises or to your router. You will not be able to make emergency '000' service calls. You'll need to rely on your mobile phone to make calls in this situation. If you have safety-critical equipment such as a medical alarm, speak to your equipment provider about alternative solutions.

INFORMATION ABOUT PRICING

The charges payable include the Monthly Plan Charge, Activation Fee, and Other Fees & Charges as outlined below. This summary may not reflect location specific or other discounts or promotions which may apply from time to time. Customers can also choose from our Router and Optional VoIP add-on options.

Plan	LBI-10	LBI-25	LBI-50	LBI-100	LBI-200	LBI-500	LBI-1000	LBI-2000	LBI-5000
Download Speeds	10 Mbps	25 Mbps	50 Mbps	100 Mbps	200 Mbps	500 Mbps [^]	1000 Mbps [^]	2000 Mbps [^]	5000 Mbps [^]
Upload Speeds	10 Mbps	25 Mbps	50 Mbps	100 Mbps	200 Mbps	500 Mbps [^]	1000 Mbps [^]	2000 Mbps [^]	5000 Mbps [^]
Data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Fee (inc GST)	\$59	\$69	\$79	\$99	\$125	\$149	\$179	\$395	\$695
Activation Fee (inc GST)	\$99	\$99	\$99	\$99	\$99	\$99	\$99	\$499	\$499
Total Minimum cost over 1 month (inc GST)*	\$158	\$168	\$178	\$198	\$224	\$248	\$278	\$894	\$1,194

* This is also the minimum cost for the length of the contract, as our plans are no lock in contracts.

[^] Subject to availability. Maximum theoretical speed, actual speeds will vary based on technology, location and customer equipment

New Development Fee

A once-off \$300 New Development Fee may apply on the initial connection of a new property. This is in line with industry-standard fees and will be confirmed on sign-up.

Optional Router

The charges above exclude provision of a compatible router. You can connect with your own compatible router which will also need to be Wi-Fi and/or VoIP enabled if you want to connect wireless devices or make use of VoIP services and any cabling to connect it to the wall point or network termination device. Alternatively, Lightning Broadband can provide you with a fully configured, unlocked router with 12-months warranty for one-time / per month fee as tabulated below. If you supply a router, configuration is your responsibility. We may assist you with its configuration, but we are not responsible for its operation or performance.

Offer	Monthly Fee	Monthly fee / 12 months*
eero 6+	\$169	\$16* (Total minimum cost \$192)
2 Devices eero 6+	\$309	\$26* (Total minimum cost \$312)
3 Devices eero 6+	\$439	\$36* (Total minimum cost \$432)

*The total minimum cost is equivalent to the monthly fee multiplied by 12 months. Should you terminate the contract early, a one-time clawback fee will be charged, calculated based on the remaining months of the contract.

BILLING & CANCELLATION

Billing and Payment

Lightning Broadband plans are a prepaid service. Initial payment is taken on the date of service activation. Invoices are issued 14 days ahead of due date, which aligns with the initial activation date. It is standard practice and free to receive bills via email.

Payment is strictly by credit or debit card or bank transfer. Visa, MasterCard and AMEX have no surcharge. Payment method can be updated at any time via the Customer Portal.

Late payment

If your account is not paid in full within 10 days after the monthly due date, we reserve the right to suspend services until the overdue balance is paid. We strongly recommend automated payment is set up to ensure timely payment. If you find you are unable to meet the due date of your invoice, please contact our Accounts & Billing department at least 2 days before payment is due to discuss an alternative payment plan.

Other Fees and Charges

In accordance with our Terms and Conditions Other Charges may apply for services such as Non Standard Installations, Complex or Remote Area Fees, 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: <https://www.lightningbroadband.com.au/about/terms/>

Cancellation Fees

All Lightning Broadband residential FTTP/P plans are offered on a no lock-in contract term. Customers can terminate the service by submitting a written request providing date of and reason for cancellation to help@lightningbroadband.com.au, or through the Customer Portal. You will pay a final monthly bill for the billing cycle in which the termination date falls. If you have chosen to pay your router or New Development Fee (if applicable) in monthly instalments, you'll just need to pay the remaining amount owing when you cancel your service.

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.

OTHER INFORMATION

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.

Dispute Resolution

If you are unsatisfied with our products & services or complaint handling practice, you can access our Complaints Resolution procedure and follow the escalation process outlined at <https://www.lightningbroadband.com.au/about/terms/>

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