

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 months** minimum term, which applies to the Broadband plan and any optional VoIP Plan.

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/>

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. A Plan Downgrade is treated as a partial cancellation and a Plan Downgrade Fee applies based on the difference between the initial and new Monthly Plan Charges multiplied by the number as yet unbilled months remaining in the Contract Term.

Broadband Speed

Customers can choose from one of our great broadband plans

- LBRS - 500 up to 500 Mbps upload/download
- LBRS - 250 up to 250 Mbps upload/download
- LBRS - 100 up to 100 Mbps upload/download
- LBRS - 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**.

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 Lighting Broadband Plan is \$149/month for the 50/50 Mbps Plan or a total Minimum Charge of \$3,876 including GST and 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 (\$incl-GST)	Standard Installation Charge* (\$incl-GST)	Total Minimum Charge over 24 Months^ (\$incl-GST)
LBRS-500	500/500 Mbps	Unlimited	\$349/month***	\$300	\$8,676
LBRS-250	250/250 Mbps	Unlimited	\$249/month***	\$300	\$6,276
LBRS-100	100/100 Mbps	Unlimited	\$199/month**	\$300	\$5,076
LBRS-50	50/50 Mbps	Unlimited	\$149/month**	\$300	\$3,876

^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.*

Installation Charges

Note our standard installation** includes for a Lighting 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.

Installation Charge Option	Installation Charge (\$incl-GST)
12 Months	\$600 payable upfront*
Standard – 24 Months	\$300 payable upfront*
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.

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 (\$inc-GST)
Network Support Bundle	Fully Configured Router	\$149
Ultimate Coverage 1	Fully Configured Router + 1 satellite	\$249
Ultimate Coverage 2	Fully Configured Router + 2 satellites	\$349
Full Setup Bundle^	Full Set up by an LBB technician	\$289

*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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