

ABOUT US

Lightning Broadband is 100% Australian owned, locally based with over 10 years' experience in providing great broadband services.

INFORMATION ABOUT THE SERVICE

Description of the Service

Lightning Broadband VoIP service allows you to make cheap phone calls over your Lightning Broadband internet connection.

VoIP is internet telephony and availability and quality of which may differ from a standard telephone. A waiver of the Customer Service Guarantee is required for all Lightning Broadband VoIP Services.

Service Availability

The Lightning Broadband VoIP service is generally available only in conjunction with an approved and active Lightning Broadband internet plan (residential, business or commercial) and is not provided as a standalone service, as well as a fixed IP address and active power supply.

You will need to provide your own VoIP enabled modem and phone handset to be able to access this service. If your modem is not VoIP enabled, we can recommend and/or may provide a suitable modem at an additional cost or alternatively you may be able to purchase a suitable VoIP adapter (ATA) to use with your existing modem.

Minimum Term

No minimum term applies for the Lightning Broadband VoIP Service. However, the Lightning Broadband internet plan that is purchased in conjunction with the VoIP Service may have a minimum term.

Got Specific Requirements?

Don't worry we can customise a Lightning Broadband VoIP plan to meet your needs, including:

- porting your existing phone number(s) across
- establishing a 13, 1300 or 1800 service
- establishing complex business/commercial virtual PABX

Call us to discuss any specific requirements you have!

INFORMATION ABOUT PRICING

Lightning Broadband standard VoIP Plan Charges can include a Monthly VoIP Plan Charge, excluded call charges and any Other Fees and Charges as outlined below.

Monthly VoIP Plan Charge, Included Calls and Excluded Charges*

VoIP Plan	Monthly Charge	Included Calls	Local calls	National Calls (per min)	International Calls (per min)	Mobile Calls (per min)
1	\$10	\$60	10c Untimed	\$0.18	Variable rates*	\$0.27
2	\$20	\$120	9.5c Untimed	\$0.171	Variable rates*	\$0.257
3	\$30	\$200	9c Untimed	\$0.162	Variable rates*	\$0.244

*Please note: Unless otherwise stated, monthly VoIP Charges are charged per month or part thereof. Charges for other calls can be found at Lightning Broadband Terms and Conditions – Appendix A Pricing Schedule available at: www.lightningbroadband.com.au/terms/.

Special service rates

The following rates apply to all VoIP plans:

Category	Price
Emergency calls (000)	Free
1800 numbers	Free
13 and 1300 numbers	44c untimed
1222 numbers	Not available for use
1223 numbers	75c untimed
1225 numbers	\$1.00/min, \$1.20 flagfall
1234 numbers	Not available for use
1900 numbers	Not available for use

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/.

Cancellation Fees

All standard Lightning Broadband VoIP Plans have minimum term and hence no cancellation fees. However, a cancellation fee may apply for any bundled broadband service associated with the VoIP service. Please refer to the relevant CIS or contact us for details.

OTHER INFORMATION**Customer Service Guarantee Waiver**

The Commonwealth Telecommunications (Customer Service Guarantee) Standard 2000 (CSG) sets out minimum levels of service that a provider must meet in respect of connecting a service, repairing a fault or service difficulty, and attending appointments with customers. It also applies to call features such as call waiting, call forwarding, call barring, calling number display and calling number display blocking.

Lightning Broadband is committed to providing exceptional quality and affordable broadband and telephony services with outstanding customer service.

However, we can only provide these VoIP plans at a significantly reduced cost in comparison to a normal telephone service over the switched telephone network, on the basis that Customers waive the requirement to meet the performance standards required under and in respect of the CSG.

Further details and an explanation regarding the CSG can be found at the Australian Communication and Media Authority's website (www.acma.gov.au).

Payment

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

Porting

You can port a standard local landline service phone number to Lightning Broadband. Additional terms and some fees may apply.

GST

All stated dollar values are inclusive of GST unless stated otherwise.

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: 1300 596 426

Email: hello@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