

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

**Broadband Speed**

Customers can choose from one of our great broadband plans

- LBS-100 up to 100 Mbps upload/download
- LBS-75 up to 75 Mbps upload/download
- LBS-50 up to 50 Mbps upload/download
- LBS-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 Residential plans on a 24 month contract comes with **unlimited data**.

**Please note**

Residential plans are only available to non-ABN holders. ABN holders can choose from one of our great Business Plans.

**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 great Router and Optional VoIP add-on options.

**Monthly Plan Charge**

The minimum Monthly Charge for Lightning Broadband Plan is \$75/month for the 25/25 Mbps Plan or a total Minimum Charge of \$2,299 including GST and standard installation over 24 months. The Charges for other plan options are as tabulated below.

Residential 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)
LBS-100	100/100 Mbps	unlimited	\$250/month	\$499	\$6,499
LBS-75	75/75 Mbps	unlimited	\$200/month	\$499	\$5,299
LBS-50	50/50 Mbps	unlimited	\$150/month	\$499	\$4,099
LBS-25	25/25 Mbps	unlimited	\$100/month	\$499	\$2,899

*^Please note: Includes minimum Standard Installation Charge of \$499 (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)	Total Minimum Charge (\$incl GST)
Standard	\$499 payable upfront*	\$499

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

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.

## RESIDENTIAL CUSTOMERS - CRITICAL INFORMATION SUMMARY

### Optional 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.

Alternatively, Lightning Broadband can provide you with a fully configured, unlocked router for a one-time fee of \$149 incl-GST

### 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 Fees

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.

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 inclusive of GST unless stated otherwise.

## 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: 1300 596 428

Email: [hello@lightningbroadband.com.au](mailto:hello@lightningbroadband.com.au)

Website: [www.lightningbroadband.com.au](http://www.lightningbroadband.com.au).

### 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/).

### 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