

## 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 FTTB/FTTP plans have a **1 month** minimum term, which applies to the Broadband plan and any optional VoIP Plan.

### 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.

## INFORMATION ABOUT PRICING

The Charges payable include the Monthly Plan Charge, Activation Fee, 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 \$100/month (excl-GST) for the 25/25 Mbps Plan or a total Minimum Charge of \$200 (excl-GST) including standard activation fee over 1 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 Activation Fee (\$excl-GST)	Total Minimum Charge over 1 Months <sup>^</sup> (\$excl-GST)
LBBI-1000	1000/1000 Mbps	Unlimited	\$750/month	\$100	\$850
LBBI-500	500/500 Mbps	Unlimited	\$500/month	\$100	\$600
LBBI-200	200/200 Mbps	Unlimited	\$375/month	\$100	\$475
LBBI-100	100/100 Mbps	Unlimited	\$250/month	\$100	\$350
LBBI-75	75/75 Mbps	Unlimited	\$200/month	\$100	\$300
LBBI-50	50/50 Mbps	Unlimited	\$150/month	\$100	\$250
LBBI-25	25/25 Mbps	Unlimited	\$100/month	\$100	\$200

<sup>^</sup>Please note: Includes minimum Standard Activation Fee of \$100 (paid at time of activation) plus Monthly Plan Charge over 1 month, GST Excluded.

<sup>^^</sup> A new connection fee of \$300 (GST Excluded) may apply for the first connection at certain sites, depending on the set up, and will be confirmed by Lightning Broadband.

**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 \$180 excl-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 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: 1300 596 428  
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