

# Lightning Broadband Internet Plans

## ABOUT US

Lightning Broadband is 100% Australian-owned and locally based, with over 10 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 Fibre Network and high-speed wireless technologies owned by Lynham Networks Pty Ltd (**Lynham Networks**) 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 FTTP 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 Lynham Networks ready service area and subject to infrastructure availability at premises. Only non-ABN holders may buy Residential plans which do not include a Service Level Agreement. ABN holders can choose from one of our great Business Plans. 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 for many reasons. Devices connected by Wi-Fi and Powerline Adaptors may experience slower speeds than those connected by Ethernet cable. Please contact us if you are not achieving satisfactory speeds and we will provide some troubleshooting. More information about reasons that can impact end user experience, and troubleshooting assistance please see <https://commsalliance.com.au/BEP>

### Minimum Term

These services are pre-paid for a 1-month minimum term, which applies to the Broadband plan and any optional VoIP Plan.

## INFORMATION ABOUT PRICING

The charges payable include the pre-paid Monthly Charge, Activation Fee, and Other Fees & Charges are outlined below. This summary may not reflect location specific or other discounts which may apply. Customers can choose 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 <sup>^</sup>	1000 Mbps <sup>^</sup>	2000 Mbps <sup>^</sup>	5000 Mbps <sup>^</sup>
Upload Speeds	10 Mbps	25 Mbps	50 Mbps	100 Mbps	200 Mbps	500 Mbps <sup>^</sup>	1000 Mbps <sup>^</sup>	2000 Mbps <sup>^</sup>	5000 Mbps <sup>^</sup>
Data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Charge (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 (inc GST)*	\$158	\$168	\$178	\$198	\$224	\$248	\$278	\$894	\$1,194

<sup>^</sup> Subject to availability. Maximum theoretical speed, actual speeds will vary based on technology, location and customer equipment

### Your Data Allowance

Lightning Broadband plans come with **Unlimited data**.

### 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, available at:

<https://www.lightningbroadband.com.au/about/terms/>

### 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

### Power Outages and Medical/Security alarms

Lightning Broadband does not provide landline services or priority assistance. If you need specialised services like Back to Base, Security Alarm or Medi-Alert, our VoIP services operate over the Internet may be disrupted during an internet outage or power outage. You must use a mobile phone to make calls including '000' calls in this situation. If you need the equipment above your equipment provider may have solutions.

### 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 the fault is not with Lightning Broadband in accordance with our terms.

### New Development Fee

A one-time \$300 New Development Fee may apply on the initial connection of a new property. This is an industry-standard fees and will be confirmed on sign-up.

### Optional Router

Plans do not include a router. You can connect with your own compatible router. 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, cabling and other devices is your responsibility. We may assist you with its configuration, but we are not responsible for its operation or performance.

Offer	One-time 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. If you terminate the contract early, the balance of the total minimum cost will be charged on your final invoice, based on the number of remaining months of the contract.

## BILLING & CANCELLATION

### Billing and Payment

Lightning Broadband plans are prepaid services. Initial payment is taken on the date of service activation. Invoices are issued 14 days ahead of due date. You will receive bills via email at no charge. Payment is strictly by credit or debit card. Visa and MasterCard have no surcharge. Payment method can be updated via the Customer Portal.

### Late payment

If your account is not paid in full within 10 days of the monthly due date, we may suspend services until the overdue balance is paid. If you can't pay by the invoice due date, contact our Accounts department at least 2 days before the due date to discuss an alternative payment plan.

### Other Fees and Charges

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 – on our [website](#).

### 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](mailto:help@lightningbroadband.com.au), or through the Customer Portal. You will pay a final monthly bill for the billing cycle in the month of termination. If you are paying for a router or New Development Fee in monthly instalments, you'll must pay the remaining amount when you cancel your service.

### Cancellation Subsidiary Consequences

Regardless of Cancellation Fees, cancelling your Lightning Broadband service can result in cancelling any other products you've purchased from us, that are only available when bundled with Lightning Broadband. If those products have their own contract, you are liable for any break fees.

### 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. You may request a change via the Customer Portal, email or over the phone. Downgrades only take effect in line with the next billing cycle. Upgrades can be applied at any time and a pro-rata amount will be included in the next bill, in line with the new speed plan pricing. Downgrades are billed at your current rate for the current billing period. Speeds higher than 100/100 Mbps are subject to availability and upgrades must be confirm over the phone

### 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 during the cooling off period, if must return any router shipped in good condition with the original packaging to obtain a refund for the router.

## 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](mailto:help@lightningbroadband.com.au)  
 Website: [www.lightningbroadband.com.au](http://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](mailto:tio@tio.com.au)  
 Fax: 1800 630 614  
 Mail: PO Box 276, Collins Street West VIC 8007