

## LightningBroadband Residential information

Lightning Broadband uses a combination of both Fibre Network and high-speed wireless technologies owned by Lightning Wholesale (the wholesale business unit of Lynham Networks Pty Ltd) 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 FTTB 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 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. The Axecom ( Lightning Broadband) service is only available within a Lightning Wholesale ready service area and subject to Infrastructure availability at premises.

Residential plans are only available to non-ABN holders. ABN holders can choose from one of our great Business Plans. Please refer to our Fair Use Policy for further details.

Plans are subject to availability and actual speeds may vary and may be slower than the upload and download speeds shown due to multiple factors including but not limited to, type/source of content being downloaded, hardware and software configuration and performance, property layout and building materials, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Lightning Broadband. Devices connected by Wi-Fi and Powerline Adaptors may experience slower speeds than those connected by Ethernet cable.

## Data Allowance

Axecom - LightningBroadband plans comeswith Unlimited data

## Fair Use Policy

You can monitor your internet usage by logging into your Account online at: <https://www.axecom.com.au>

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.

## 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 the service during the cooling off period, we will refund the cost of any router shipped to you only if it is returned in good condition with the original packaging.

## Contract Length & Early Termination

All of our Lightning Broadband Residential plans have a minimum contract term of 12 months. 30 days notice must be given if cancelling outside the contract terms.

Should you choose to cancel your service within the contract period an Early Termination Fee will apply.

The fee for early termination is \$280inc. GST

## Hardware

The charges exclude provision of a compatible router. You can connect with your own compatible router which will also need to be Wi-Fi and/or VoIP enabled. Alternatively, Axecom can provide you with a fully configured, unlocked router with warranty for a one-time fee as tabulated below. If you supply a router, configuration is your responsibility. We may assist you with its configuration, but we are not responsible for its operation or performance.

## Additional charges

The table below outlines any additional charges that may be applicable with the installation and support of Axecom Residential NBN

Our service provisioning team will confirm in writing prior to installation or onsite support the additional charges required, should they be applicable to your NBN service, before proceeding.

Additional charge description	Price inc.GST
New Development connection fee	\$299.00
Axecom Router	\$119.95
Enhanced Network Router	\$249.00
Premium Router- Draytek	\$895.00
Late cancellation or missed on-site appt	\$149.95
Incorrect callout or no fault found	\$POA

## Key Details

- Direct Debit is compulsory for all Axecom Products
- This offer is only available to approved customers
- Services are provided under our Standard Form of Agreement as per terms - see our website [www.axecom.com.au/support](http://www.axecom.com.au/support)
- Early termination fees apply (see above)
- A once-off \$300 New Development Fee may apply on the initial connection of a new property. This is in line with industry-standard fees and will be confirmed on sign-up.
- A one-time setup fee off \$99.95 inc.GST applies
- To qualify for this plan you must show proof of address
- Speeds greater than 100Mbps will require a site qualification. NBN speeds can vary depending on the location and the type of hardware installed.
- If you wish to add a Voice plan to your NBN Service then additional Phone Plan fees per month will apply.
- Any increase or decrease in you Plan Speed may incur fees.

## Charges and Billing

Pro-rata billing applies on the initial connection date to the end of the calendar month.

The maximum monthly plan charge associated with an Lightning Broadband connection will depend on the service plan you are subscribed too. Please note a once off Set Up fee of \$99.95 inc.GST applies in the total minimum cost. The charges payable include the MonthlyPlan Charge, Activation Fee, and Other Fees & Charges as outlined below. This summary may not reflect location specific or other discounts or promotions which may apply from time to time. Customers can also choose from our Router and Optional VoIP add-on options.

The maximum plan only charges are as follows:

Lightning Broadband Plan	Monthly charge inc.GST	Total Minimum cost over 12 months inc.GST
Lightning 50/50	\$89.95	\$1189.35
Lightning 100/100	\$94.95	\$1249.35
Lightning 200/200	\$119.95	\$1549.35
Lightning 500/500	\$154.95	\$1969.35

Connection Fee \$109.95inc.GST (once of fee included in total minimum cost over 12 months)

## Payment Details

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website <http://axecom.com.au/support>

To set up direct debit please call one of our friendly staff on 1300 81 67 67

## Service suspension & non-payment

The table below outlines the fees associated with overdue invoices or non-payment of service. Should an invoice be overdue after the due date by 7 calendar days you will be charged an overdue invoice fee, and if your account is overdue by 30 calendar days your service could incur disruption and a fee for non-payment will be charged.

If you are experiencing financial difficulty and are unable to pay your bill on the due date please call our staff on 1300 81 67 67 to discuss your payment options.

Description	Price inc.GST
Overdue invoice charge	\$21.95

## Additional Information

Information and pricing is correct at the time of publishing and may change. All pricing is inc.GST

The Lightning Broadband Residential Critical Information Summary only outlines the critical information for the services and should be read in conjunction with our Standard Form or Agreement and Service Schedule SLA. A complete set of terms and conditions can be found at [www.axecom.com.au/support](http://www.axecom.com.au/support)

## Customer Service details



You can contact us  
Monday-Friday 8am-6pm AEST on  
1300 81 67 67



Support request can also be emailed to:  
[customercare@axecom.com.au](mailto:customercare@axecom.com.au)

## Complaint resolution

If you wish to make a complaint please contact us using the details published on our website [www.axecom.com.au/support](http://www.axecom.com.au/support) and clicking on the Complaints Process link. We take complaints very seriously and assure you that any matter you raise will be fully and carefully investigated. However, if you have exhausted all venues for resolving your complaint and are still not satisfied with the outcome you may seek further assistance from the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058