



## CRITICAL INFORMATION SUMMARY

### Lizzy Internet NBN Broadband Fibre to the Node or Basement Up to 100/40Mbps with Unlimited data

This summary gives you the important information you need to know about your Lizzy Internet Residential NBN plan. It covers things like the length of your contract, billing, what's included and what's not.

#### Service availability

This service is not available in all areas. Acceptance of your order is not a guarantee that the service is available at your location. In the event that further qualification checks conclude that we cannot supply the service we will cancel your order and refund any fees you've paid in connection with your order.

#### Minimum term

The minimum term is 1 month.

#### Data allowance

Unlimited data.

Usage is subject to the acceptable use policy.  
[Click here for the Acceptable Use Policy](#)

#### WHAT'S INCLUDED

- Unlimited data
- Unlimited local calls
- Unlimited long distance calls to Australian fixed lines.
- Free transfer of existing home phone service to NBN.
- 20 email @lizzy.com.au email addresses.
- Virus scanning of incoming emails.
- Optional free anti-spam scanning.

#### WHAT'S NOT INCLUDED

- Static IP address is available for \$5/month

#### INSTALLATION

If you're not the owner of the property where the service is to be installed, you must obtain the owner's consent to the installation of the nbn™ equipment, including its location.

#### Setup Fee

Activation of NBN (Setup) is \$59 once off.

#### Install appointments

Where nbn™ has not previously been installed, an appointment may be needed for installation nbn™. Where required we will arrange this appointment for you.

#### New Development Fee

Where nbn™ has not previously been installed in what nbn™ nominates as a "Greenfields" location, such as a new housing estate, an nbn™ New Development Fee of \$300 may be chargeable. Where such a fee is applicable we will advise you and we will provide you with a full refund in the event that you wish to cancel the order.

Otherwise standard installation of nbn™ is included free of charge.

#### FTTN/FTTB no phone line fee

Where FTTN/FTTB nbn™ has not previously been installed to a residence and there is no existing active phone line to the premises an additional activation fee may be chargeable. Where such a fee is applicable we will advise you and we will provide you with a full refund in the event that you wish to cancel the order.

Otherwise standard installation of nbn™ is included free of charge.

#### Non-standard installs

If your installation is non-standard, nbn™ will discuss and obtain your agreement to any additional charges before starting the work. These charges will be billed to you.

#### Fixed wireless install

Fixed Wireless is dependent on a good quality signal between the outdoor antenna installed at your premises and an NBN Fixed Wireless base station. At your first appointment the nbn™ technician will survey your premises to determine the signal quality and location of the outdoor antenna before the installation can proceed.

#### Cabling

In the case of fibre or fixed wireless nbn™ contractors will install an nbn™ box (NTD) which is the delivery point for the NBN.

It is not nbn™'s responsibility to provide cabling from the NBN box to your devices such as security alarm, existing phone points or computers. If you require cabling from the NBN box you need to arrange this with a private contractor at your expense.

#### INFORMATION ABOUT PRICING MONTHLY CHARGE

Your plan is \$99 per month for up to 100Mbps down and up to 40Mbps up with an unlimited monthly data allowance.

#### BROADBAND SPEEDS

## CRITICAL INFORMATION SUMMARY

On NBN Fibre to the Node or Basement Extreme Boost 100 delivers an incoming line speed of between 25 and 100Mbps depending on copper cable length and quality at your location. Similarly it delivers an outgoing line speed of between 5 and 40Mbps, again depending on copper cable quality.

Actual speeds may be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by Australia On Line.

Download speeds on devices connected via Wi-Fi router or network extender may be slower than on devices connected by Ethernet cable.

### TOTAL MINIMUM PLAN COSTS

The total minimum amount you'll pay is \$158

### EQUIPMENT

#### Broadband with Home Phone Service

To utilize the home phone service you need to purchase from Lizzy Internet :-

- TP-Link TD-VG3631 Wi-Fi router in the case of Fibre or Fixed Wireless NBN; or
- TP-LINK TD-VG5612 VDSL2+ Wi-Fi modem in the case of Fibre to the Node (FTTN) or Fibre to the Basement (FTTB).

#### Broadband without Home Phone Service

You may connect a single computer to fibre or fixed wireless NBN without a separate router or you can connect a separate NBN compatible Wi-Fi router to connect multiple devices with superior security.

To connect to Fibre To The Node (FTTN) or Fibre To The Basement (FTTB) you will need a VDSL2+ capable modem. If you already own a router or modem from your old cable or DSL broadband, it might not work with the NBN. It is advised to check with the manufacturer/provider. Lizzy Internet can provide you with a new router for an additional cost. If not, any router you buy needs to be able to support Ethernet WAN.

If you want to connect computers or other devices in other rooms, you will need to use either a wireless router, power-line adaptors or install Ethernet cables between rooms.

### PHONE SERVICE

#### Required equipment

You can use your existing phone handsets.

Home Phone service is supplied via the router and requires either TP-LINK TD-VG3631 or TP-LINK TD-VG5612. These are available for purchase from Lizzy Internet.

#### Keep your existing phone number

Lizzy Internet will transfer your existing home phone number over to the NBN. Do not cancel your home phone with your old provider or you may lose your existing number prior to the transfer completing.

The phone socket that will be active once the service transfers to the NBN will be the one on the router/modem and so existing phone sockets will not continue to work without you securing the services of an electrician.

Many customers provide phone service through out their residence by plugging the base station of their cordless walk about phones into the NBN router/modem.

#### Available phone plans

The NBN Home Phone (Standard), which includes "line rental" and unlimited local calls and long distance calls to Australian fixed lines, is included free.

Click here for full details [NBN Home Phone \(Standard\)](#).

The NBN Home Phone Plus is available for additional \$15 per month and includes free calls to Australian mobiles.

Click here for full details [NBN Home Phone Plus](#).

#### Battery backup

The NBN Home Phone services will not operate during a power outage unless you arrange a battery backup such as an "uninterruptible power supply" (UPS) to supply power to your router, your phone and in the case of NBN Fibre (FTTP) or NBN Fixed wireless to the NBN box as well.

#### Security and Medical alarms

The NBN Home Phone service does not support back to base security or medical alarms. Please consult your alarm provider as to what measures you need to take to ensure the continued operation of your back to base alarms without a PSTN (copper) phone line.

#### Incompatible services

The NBN Home Phone service does not support fax machines, dialup modems or EFTPOS terminals.

#### Medical Priority

Since we rely upon third parties for the supply of the phone service, Lizzy Internet does not provide medical priority. If you or any member of your family suffers from a life threatening medical condition, you should ensure you have other means of summoning medical assistance available to you such as a mobile phone in the event that the NBN Home Phone service is unavailable.

#### Customer Service Guarantee Waive (CSG)

## CRITICAL INFORMATION SUMMARY

Lizzy Internet will use its best endeavors to provide you with an excellent service but it is a condition of use of the NBN Home Phone service that you waive your Customer Service Guarantee.

### USAGE HISTORY

To track your usage sign in to

<http://usage.lizzy.com.au>

If you have a query about your usage, please send an email to [support@lizzy.com.au](mailto:support@lizzy.com.au) with your query.

### BILLING HISTORY

To review your billing, sign in to

<http://bill.lizzy.com.au>

If you have a query about your billing, please send an email to [accounts@lizzy.com.au](mailto:accounts@lizzy.com.au) detailing your concern.

### BILLING

You'll be billed in advance for the minimum monthly charge and the call charges from the previous calendar month on the third Victorian business day each month.

Your first debit will include any setup, equipment and the first month minimum access fee prior to your order proceeding.

29c processing fee applies to credit card transactions.

### SERVICE CANCELLATION

To cancel the service, please send an email to [disconnect@lizzy.com.au](mailto:disconnect@lizzy.com.au) specifying :-

- The service's phone number
- The address where the service is located.
- Your name
- Your date of birth
- The date you wish the service to be disconnected

Please give 7 days notice of prior to your preferred disconnection date.

Be aware that access fees are non-refundable.

An acknowledgement email will be sent to you in reply which will include a cancellation receipt number. If you do not receive a confirmation email then Lizzy Internet has not received your cancellation notification and you will need to contact Lizzy Internet directly on 1300 364 074 to ensure cancellation occurs.

Be aware that Lizzy Internet cannot be held responsible for the refund of access fees where we have not acknowledged receipt of a cancellation.

### PERSONAL USE

This service is intended for personal, domestic or residential use. You may use this service for commercial purposes but be aware the service is not

guaranteed to be interruption free and you may be restricted in the operation of commercial services such as Web servers or email servers on this service.

### WARRANTY

This service is not guaranteed to be interruption or error free.

The liability of Lizzy Internet in respect of this service is limited to resupply of the service or the refund of fees paid for the period of service failure.

By using this service you agree to indemnify Lizzy Internet of any and all claims or damages by yourself or third parties including but not limited to claims for personal damage, claims for violation of copyright, claims of consequential damages, claims for loss of profit or claims for loss of income.

### WE'RE HERE TO HELP

If you have any questions or require assistance for this plan or any other Lizzy Internet service please call us on 1300 364 074 or (03) 8330 4930

### COMPLAINTS OR DISPUTES

If you have a dispute or complaint about your service, you can contact our help desk on 1300 364 074 or (03) 8330 4930. If your issue remains unresolved please contact Lizzy Internet management at [management@lizzy.com.au](mailto:management@lizzy.com.au)

### FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for this plan are available at;

<http://www.lizzy.com.au/legal/StandardFormOfAgreement.pdf>