



## Lizzy NBN Broadband Internet

### Up to 25/5Mbps with Unlimited downloads

This summary gives you the important information you need to know about your Lizzy 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. If further checks conclude that the service is unavailable we'll cancel your order and refund any fees you've paid for your order.

#### Minimum term

The minimum term is 1 month.

#### Data allowance

Unlimited anytime downloads, uploads unlimited, where 1GB (Gigabyte) = 1,000MB (Megabytes).

#### WHAT'S INCLUDED

- Unlimited anytime downloads per month.
- Unlimited uploads.
- Unlimited local calls
- Unlimited long distance calls to Australian fixed lines.
- Free transfer of existing home phone service to NBN.
- 20 @lizzy.com.au email addresses.
- Virus scanning of incoming emails.
- Free optional anti-spam scanning.

#### WHAT'S NOT INCLUDED

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

#### INSTALLATION

The property owner must consent to the nbn™ install.

#### Setup Fee

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

#### Install appointments

Where required we'll arrange an install appointment.

#### New Development Fee, no phone line fee

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

#### New Development Fee

Where nbn™ is to be installed in a location nbn™ specify as a "Greenfields" an nbn™ New Development Fee of \$300 may be chargeable.

#### FTTN/FTTB no phone line fee

Where FTTN/FTTB nbn™ is to be installed and there is no existing active phone line an additional nbn™ activation fee may be chargeable.

#### Cabling

nbn™ will connect your residence to NBN. It is up to you to arrange any further cabling within.

#### INFORMATION ABOUT PRICING MONTHLY CHARGE

Your plan is \$79 per month for up to 25Mbps down and up to 5Mbps up with unlimited monthly downloads.

#### BROADBAND SPEEDS

25Mbps is the NBN port speed. Your download line speed into the home is up to 25Mbps and upload speeds from the home up to 5Mbps.

Actual speeds may be slower and will vary due to a range 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 Lizzy.

#### TOTAL MINIMUM PLAN COSTS

The total minimum amount you'll pay is \$138

#### EQUIPMENT

To utilize the home phone service you need Lizzy's voice capable TP-LINK TD-VG565 VDSL2+ Wi-Fi modem.

FTTN NBN requires a VDSL2+ modem.

#### PHONE SERVICE

##### Required equipment

The phone service is compatible with standard phone handsets. The Home Phone service is connected via the router.

##### Keep your existing phone number

You can retain your existing phone number if you do not cancel your service with your old provider.

The phone service is active on the Lizzy router (TD-VG5612) phone socket. Activation of other phone sockets requires an electrician.

##### Available phone plans

[NBN Home Phone \(Standard\)](#) is free and includes local and long distance calls to Australian land lines.

[NBN Home Phone Plus](#) \$15 per month adds free calls to Australian mobiles



### Battery backup

The NBN Home Phone services can't operate during a power outage without a battery backup to supply power to the router, phone and NBN box.

### Security and Medical alarms

The NBN Home Phone service does not support 'back to base' security or medical alarms. Consult your alarm provider to ensure 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

Lizzy does not provide medical priority. You have a mobile phone for emergency help in the event that the NBN Home Phone service is unavailable.

### Customer Service Guarantee Waive (CSG)

Lizzy 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 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

7 days notice is required. Access fees are non-refundable. We will send an email confirming cancellation. Lizzy cannot be held responsible for the refund of access fees where you have not received acknowledgment of cancellation.

### PERSONAL USE

This service is intended for personal, domestic or residential use.

### WARRANTY

This service is not guaranteed to be interruption or error free. Australia On Line Pty Ltd's liability 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 Australia On Line Pty Ltd 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 service please call us on 1300 367 074 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 367 074 or (03) 8330 4930. If your issue remains unresolved please contact Lizzy 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>