



CRITICAL INFORMATION SUMMARY

Lizzy Internet Apartment Broadband (Fibre to the Basement)

Unlimited FTTB Broadband 50 to 100 Mbps inc phone

This service is high speed unlimited broadband which operates between 50 and 100Mbps and includes a phone service with unlimited local and national calls.

INFORMATION ABOUT PRICING MONTHLY CHARGE

Your plan is \$65 per month for 50Mbps to 100Mbps down with unlimited data.

SERVICE AVAILABILITY

This service is not available in all areas.

This service is available in enabled apartment buildings.

[Click to check availability in your building.](#)

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 period for purchase of this service at any one location is 6 months.

DATA ALLOWANCE

Unlimited download and upload.

WHAT'S INCLUDED

What's included :-

- Unlimited data
- Unlimited local calls
- Unlimited long distance calls to Australian fixed lines.
- Free transfer of existing home phone service to FTTB.
- 20 @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

Setup Fee

Activation of broadband (Setup) is \$99 once off.

Required Equipment

Modem \$39 + \$20 delivery

Install appointment

Where an appointment is required we will arrange this for you.

The service is delivered using either of two standards, VDSL or UBE, depending upon the delivery method within the building. In the case of VDSL a filter splitter is used to connect a phone handset and modem. In the case of UBE a network termination unit (small box) will be installed that requires connection to a power point.

BROADBAND SPEEDS

The speed of this service is up to 100Mbps, depending on the quality of the copper lines within your apartment building and the length of the line from the broadband equipment in the basement to your apartment.

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 Lizzy Internet.

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 \$548

OTHER FEES

Where a service is cancelled prior to the expiration of 6 months from activation an early termination fee of \$269 applies.

Missed appointment fee \$79.

Incorrect call out fee \$79.

EQUIPMENT

A modem is provided for \$39 once off plus \$20 configuration and delivery.

An Australian On Line supplied modem is required for the service.

The supplied modem is :-

- On VDSL service the modem is Huawei HG630 + Filter.
- On UBE service the modem is Huawei HG658 with customer firmware.

PHONE SERVICE

Local Calls

FREE, included.

National Calls

CRITICAL INFORMATION SUMMARY

FREE, included.

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](#).

Required equipment

You can use your existing phone handsets.

Keep your existing phone number

We can transfer your existing phone number to this phone server where your existing phone service is currently connected to the network of one of these major carriers AAPT/PowerTel, Optus, Primus, Telstra or TPG. Do not cancel your home phone with your old provider or you may irretrievably lose your phone number prior to the transfer completing.

There may be a period of approximately 10 days when your phone service is unavailable between the activation of your broadband on this service and the transfer of your phone service.

Depending upon the standard used to deploy your broadband (VDSL or UBE) the phone handset may need to plug to a VDSL splitter that then plugs to the wall socket via a VDSL splitter or the phone handset may need to plug to the modem.

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)

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 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 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 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.

CRITICAL INFORMATION SUMMARY

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

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

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

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