



## Critical Information Summary for Residential Internet LBNCo Fibre

### Information about the service

#### What is the service?

Launtel's internet service uses LBNCo infrastructure over pure fibre technology to deliver broadband internet to your home. Depending on the speed you select, this service provides speeds of up to 1Gbps. Note that speeds may be affected by such variables as your wifi and other equipment, electrical interference, LBNCo congestion and more.

#### What do I need to access the service?

If you do not already have an NTD, LBNCo will need to install one. We can arrange this for you. You will need to supply your own router to distribute this connection to multiple devices or via wifi.

### Information about pricing

The price charged each day varies according to the speed you select for the day. When you change speed, you are charged at the highest speed for the day. All prices include GST.

Option name	Data	Speed (Mbps)		Daily Price	
		Down	Up	Regular	Discounted
Standby	Unlimited			\$1.00/day	
Basic	Unlimited	12	1	\$1.36/day	
Entry 25	Unlimited	25	5	\$2.17/day	
Standard	Unlimited	50	20	\$3.07/day	\$2.17/day
100/20	Unlimited	100	20	\$3.25/day	\$2.90/day
Fast 100	Unlimited	100	40	\$3.62/day	\$2.89/day
250/25	Unlimited	250	25	\$4.20/day	\$3.80/day
Super Fast 250	Unlimited	250	100	\$4.34/day	\$3.98/day

- Please note that all per day pricing includes LBNCo data service only.
- Note speeds above 100Mbps are not available in all areas (yet).
- Discounted price above is for 180 days from when you create your account.

Further information on the Broadband Education Package can be found at [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)

#### Set-up fee

There is no initial set-up fee for this service, however should you reconnect your service LBNCo has an additional \$110.00 fee

#### Speed change fee

There is no speed change fee for this service.

## **New development fee**

LBNCo may charge a \$300.00 New Development Fee if you are the first connection in a newly developed area, or you are the first connection in an established area in the rare instance that a developer has increased the number of dwellings on the same plot of land e.g. demolished a single house and built a block of units. This fee may be charged regardless of existing infrastructure. Once the new development fee has been charged at an address, it will not be charged again for subsequent connections, provided the number of dwellings at that address has not increased.

## **Exit fee**

There are no exit fees for this service.

## **Managing your usage**

Information regarding your usage can be obtained by browsing to <https://residential.launtel.net.au/usage>

## **Minimum term of the service**

This service is charged on a daily basis with no fixed term at all. Whenever you choose to cancel your service, any credit balance on your account will stay there for future use or can be refunded.

## **Who is this service intended for?**

It is intended for personal, home and home office use only. It is not designed or priced for commercial use (e.g. running an office or supplying services commercially).

## **What is included?**

All services come with unlimited data, subject to reasonable usage as a residential (not business) service. However please note unlimited does not mean infinite: while we will not limit your usage initially we may, after a high usage event, request that you reduce your data usage to avoid affecting other users of the network

There are no usage based fees on this service, therefore, there are no excess usage charges. All support is provided by telephone or facebook messenger by our team in Launceston, Tasmania.

## **Acceptable use policy**

We require that you do not use our network to perform any illegal activities. In particular we require that you not use our network to attack or attempt to gain illicit access to other computer systems whether these are on our network or elsewhere on the Internet.

## **Other information**

### **Customer service**

We have an all-Australian based team who can help you with any technical support, account or sales questions. Just give us a call on 1800 LAUNTEL (1800 528 683) or message us on Facebook.

### **Complaints**

If you are not happy with your service, we encourage you to let us know immediately. We really want you to have the best service we can provide. In lieu of a formal dispute resolution process (we're way too small for that), we encourage you to call within business hours, say you have a complaint and ask to speak to Damian Ivereigh the owner, he wants to hear what you have to say!

### **Ombudsman**

If you are still not happy with the outcome of your complaint following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at

<http://www.tio.com.au/making-a-complaint>