Critical Information Summary: Lynham Business 50

Description of the Service

Lynham Business 50

Plan Summary

Minimum monthly charge	$89.00
Maximum monthly charge	$89.00
Total minimum cost	$89.00
Minimum term applicable	1 Month
Typical evening speed	48 Mbps

Information About the Service

What is the service?

Lynham Networks is a broadband service for delivering high-speed Internet to Australian residential and businesses via fixed line and fixed wireless infrastructure such as fibre-to-the-premises, fibre-to-the-basement or fixed-wireless.

This service is not available in all areas.

What is required to use this service?

- You will need an address listed as being Lynham Networks ready
- You will need a Lynham Networks capable modem/router to access the service. In some cases Lynham Networks may need to install equipment at your premises, in some cases, a power point will be required and you will need to have approval from the building owner for the works to be completed.
- If the premises are in a multi-dwelling building Lynham Networks may require access to common areas such as the MDF.

Essential SLA for Priority Service Upgrade

The Essential SLA provides upgraded priority and a target availability of 99%.

- Critical Faults target restoration time = End of Next Business Day
- Major Faults target restoration time = End of 2 Business Days
- Minor Faults target restoration time = End of 4 Business Days

(above times are for Metro Areas)

What is Included

- Included data when using the Lynham Networks service.

What is not Included

- Static IP Address (available on business plans for an additional monthly fee).
- Hardware (e.g. Router or Modem, we can supply equipment if required, a quotation will be sent to you).
- Cabling and or equipment beyond the network boundary is the customer's responsibility, if additional cabling is required an external 3rd party such as a registered cabling provider (e.g. an electrician) will need to be engaged at the customer’s expense.
- Dishonour and late payment fees.
- Address transfers, if you move to another premises a new service will be ordered and your current service will be terminated and may cause a termination fee.

Important Qualifications

- We may suspend or cancel the service if:
- You do not pay your bill
- Breach our fair use policy - https://url.net.au/fair-use
- You are abusive to our staff

All prices include GST and are valid as of 27/03/2025

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Information About Pricing

Monthly charges:

Maximum Download Speed	50Mbps
Upload Speed	50Mbps
Month Data Allowance	Unlimited (in accordance with our Fair Use)
Static IP Address (monthly)	$5.50T
Monthly Fee	$89.00

Other Potential Costs

- If you don’t have a router or modem one can be supplied, there will be an additional outright cost for this. We will provide you with a quote for the type of service you have.
- You will need to pay for your own internal cabling if required.
- In some cases, your address may be classed as a subsequent install. When this happens there is a $299 new line fee, we will advise you of this before commencing with the install.
- If you wish to downgrade your plan to a slower speed, this will be deemed a termination and an early termination fee will apply.

New development fee

Lynham Networks may charge a $300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

Other Information

This is a summary only. For full product details, including all fees and charges please visit: url.net.au/services/lynham-networks-internet-plans/

Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

Usage Information

You can always keep track of your download usage by visiting dashboard.url.net.au and selecting the “Data Usage” link. This will display your current month’s Data Usage which is updated daily.

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Internet: url.net.au
- Mail: PO Box 138 Gisborne, VIC. 3437

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting - http://www.url.net.au/legal/

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au

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