

Critical Information Summary

Information About the Service

What is the service?

LIV Internet delivers high-speed broadband services to you at select Buildings FTTP technology on a pre-paid month-to-month basis.

Where is it available?

LIV Internet only operates in specific buildings. Installation outside of enabled buildings is not possible.

Important Conditions

- To use our network you need to be located within an enabled building
- Outside of an enabled building we are unable to provide network or internet services

Use of Network

- Commercial Use, Business Use is not permitted on Residential Plans.
- Re-sale and on-selling, bundling, sharing (including free Wi-Fi stations under accounts) is not permitted.
- Devices connected to our network will not be permitted to directly transmit data between each other except via the public Internet.
- LIV Internet allocates dynamic CGNAT IP Addressing in the Shared Address space of 100.64.0.0/10 as per IETF RFC 6598 with external access not available.
- Static Public External Addressing is an add-on cost option subject to availability at \$15 inc GST per Month
- Plans are subject to Acceptable Use Policy.

Information About Pricing

Minimum Monthly Charge

All LIV Internet plans are on a pre-paid month-to-month basis. All plans will automatically renew unless cancelled via the LIV Internet Portal or by contacting the LIV Internet helpdesk before the time of renewal.

At some locations, a connection fee from the carrier will be passed through at cost. Any costs

associated with carrier connection fees will be stated at time of sign-up.

All of the following plans include:

- Unlimited Data
- No Lock-In, Pay As You Go
- \$0 New Plan Set Up Fee
- 50/20mbps
 - Typical evening speed: 47.3mbps
 - \$79.00 inc GST per Month
 - Total Minimum Price is \$79.00 inc GST
- 100/20mbps
 - Typical evening speed: 96.4mbps
 - \$89.00 inc GST per Month
 - Total Minimum Price is \$89.00 inc GST
- 250/25mbps
 - Typical evening speed: 241.0mbps
 - \$99.00 inc GST per Month
 - Total Minimum Price is \$99.00 inc GST
- 1,000/50mbps
 - Typical evening speed: 250.0mbps
 - \$109.00 inc GST per Month
 - Total Minimum Price is \$109.00 inc GST
- 12/1mbps (IoT Plan)
 - Typical evening speed: 10.4mbps
 - \$60.00 inc GST per Month
 - Total Minimum Price is \$60.00 inc GST
- 50/20mbps
 - Typical evening speed: 47.3mbps
 - \$89.00 inc GST per Month
 - Total Minimum Price is \$89.00 inc GST
- 250/100mbps
 - Typical evening speed: 241.0mbps
 - \$135.00 inc GST per Month
 - Total Minimum Price is \$135.00 inc GST
- 1,000/400mbps

Liv Internet

Mirvac BTR Sub Company A Pty Ltd as trustee for the BTR Flinders Trust
ABN 71 878 383 719 (Mirvac)
Superloop Limited
ABN 96 169 263 094 (Licensee)

support@livinternet.com
02-8376-4974

<https://livinternet.com/>

- Typical evening speed: 250.0mbps
- \$220.00 inc GST per Month
- Total Minimum Price is \$220.00 inc GST

Maximum Monthly Charge

All plans include unlimited data and therefore the maximum monthly charge will not exceed the amounts referred to above.

Auto Renewal of Plan

On the same day of each month, you will be billed in advance for the minimum monthly charge. Your invoice will be sent to the account holder's email address once the transaction has been completed.

Early Termination Charges

Since we offer only pre-paid month-to-month plans, LIV Internet does not charge an Early Termination Charge (ETC) when cancelling a plan.

Enquiries feedback and complaints

Please contact LIV Internet Help Desk at:

Phone: 02-8376-4974

Email: support@livinternet.com

URL/Chat: <https://livinternet.com/>

if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO)

Superloop is a member of the Telecommunication Industry Ombudsman. You may view our member status at any time on the TIO website at: <https://www.tio.com.au/members/members-listing/superloop>

If you wish to contact the TIO you can do so as follows:

Phone 1800-062-058

Fax: 1800-630-614

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

Changing Plans

LIV Internet plans can be changed via the LIV Internet Portal. You may change your plan to a different value plan at any time during your term for immediate use or scheduled for the next term period. Any new plan selected with a higher value will incur the cost associated with the selected plan.

Other Charges

If the account holder has lodged a fault causing the dispatch of an onsite technician and no fault can be found or the fault is caused by the customer's equipment, a fee of up to \$275.00/hr may be charged to the account holder by LIV Internet.

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