



Product Description for Lightwire Rural Fixed Wireless Internet

SERVICE OVERVIEW

Service Description	Fixed wireless broadband transmitting radio signals from Lightwire owned and operated high-sites (towers) to a dish installed on a customer's roof.		
Availability	Selected rural areas in Waikato and Bay of Plenty regions within line of sight to a Lightwire tower and within reasonable distance (max. 20KM).		
Access Type	Fixed Wireless Broadband. For more information about the different access types visit https://www.tcf.org.nz/consumers/broadband/broadband-information/		
Standard Service Charge	Plan & Charge	Term	Monthly Data Allowance
<i>All prices incl GST.</i>	Low Usage \$79	12 Months	90GB
	Stream Starter \$95	12 Months	300GB
	Unlimited \$139	24 Months	Unlimited
	Unlimited \$155	12 Months	Unlimited
Additional Data Charges	\$0.50 per 1GB after cap, added to next invoice.		
Set Up Charge	Free standard installation and router included on 12 or 24-month terms (valued at \$490).		
Other Charges	<p>Non-standard installation or extra technician work may incur additional fees. Visit https://www.lightwire.co.nz/rural-solutions/ for details.</p> <p>New standard installations for a fixed wireless service as a result of moving house will be free for the customer, and no re-term is required.</p>		
Data Plan Changes	Increases instantly; one decrease per month effective from 1st of next month.		

OTHER INFORMATION

Minimum Contract Period	12 or 24 months, depending on the plan selected.
Early Termination Fee	Calculated as monthly plan charge x number of full billing months remaining. Max charge \$790 incl GST. No ETC if install unsuccessful.
Notice Period	30 days written notice via phone or email. Disconnection occurs on last calendar day of the month after notice.
Other Requirements	A Lightwire dish and receiver must be installed at your property. Authority required for installation.

Traffic Management	Lightwire does not apply routine traffic management. Speeds may reduce during peak times.
Service Restrictions	<p>Subject to network coverage and line-of-sight checks. Some service restrictions apply to consumers:</p> <ul style="list-style-type: none"> • <i>We block sites on the Digital Child Exploitation Filtering System.</i> • <i>We are selective in publicly accessible IP addresses as a result of Carrier Grade Network Address Translation</i> • <i>We selectively block SMTP traffic (in and outbound) as these services are often used for sending spam.</i> • <i>We selectively block inbound DNS or certain types of email traffic</i>
Acceptable Use Policy	Read our Acceptable Use Policy here: https://www.lightwire.co.nz/terms-and-conditions
Effects on Other Services	<p>Your broadband service requires mains power to operate. If power is not available (e.g. during a local power outage) the broadband, and any services which run over it, may stop working unless you have battery backup in your home.</p> <p>Your Lightwire VoIP voice service will stop working if there is a problem with your broadband service. This would prevent you from using it to make calls to emergency services.</p> <p>You should check with the provider of existing services such as fax, security alarms, medical alarms, EFTPOS, payTV connections to make sure they will operate with this service.</p>
Complaints	Lightwire has a Customer Care Policy. You can find out more on the complaints process here: www.lightwire.co.nz/customer-care-policy
Disputes	Lightwire is a member of the TDR Scheme: www.tdr.org.nz
Other Information	All prices quoted include GST. This document is a summary only. Full terms: https://www.lightwire.co.nz/terms-and-conditions

BROADBAND PERFORMANCE INFORMATION

Independent Info	See Measuring Broadband NZ for independent broadband performance comparisons: http://www.measuringbroadbandnewzealand.com/
Factors Affecting Performance	Distance from tower, environmental conditions, network congestion, equipment setup, WiFi interference.

