# CRITICAL INFORMATION SUMMARY

## Home HyperFast 1000 | Lambda Networks

| MONTHLY PRICE | PLAN SPEED | DATA | MINIMUM TERM |
|---|---|---|---|
| $99.00 incl. GST | 1000/1000 Mbps | Unlimited | 1 month |

## 1. The service

**Home HyperFast 1000** is a residential, internet-only service delivered over the Lambda Networks fibre network at eligible addresses. It includes unlimited data and a plan speed of up to 1000 Mbps download and 1000 Mbps upload.

- **No phone service or calls are included.**
- **No other service bundle is required.**
- Address qualification is required. Availability depends on the Lambda Networks infrastructure serving the premises.
- A compatible router is required. You may use compatible equipment you already own or purchase an available router from Go Lambda.

## 2. Price, minimum term and early termination

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|---|---|
| Minimum monthly charge | **$99.00 including GST** |
| Maximum monthly plan charge | **$99.00 including GST** |
| Minimum term | **1 month (month-to-month)** |
| Minimum total cost | **$99.00 for one month, plus any disclosed non-standard installation charge and optional equipment** |
| Maximum early termination charge | **$0.00 - no fixed-term early termination fee** |

The monthly charge covers unlimited data, so a cost per megabyte does not apply. Optional equipment and any agreed non-standard installation work can increase an invoice.

## 3. Other charges

| Charge | Amount | When it may apply |
|---|---|---|
| **Standard activation** | **$0.00** | No standard activation charge currently applies. |
| **Standard connection / installation** | **$0.00** | Non-standard work is charged only when disclosed and agreed before purchase. |
| **Nokia Beacon router** | **$100.00 incl. GST** | Optional. No router purchase is required if you supply compatible equipment. |
| **Late payment fee** | **Not charged** | Go Lambda does not currently apply a late payment fee. |

## 4. Speeds, performance and availability

The plan speed is the maximum speed of the service and is not a guarantee that every application or device will always achieve 1000 Mbps. Actual performance can be lower because of network traffic, source content, your router, internal cabling, Wi-Fi conditions, device capability, software and simultaneous users. A wired Ethernet test is more reliable than Wi-Fi when checking performance.

Service is available only at eligible Lambda Networks addresses. The qualified order flow confirms serviceability, network equipment and any appointment requirements before purchase.

## 5. Equipment, installation and moving

- A compatible router with sufficient WAN throughput is required. Go Lambda provides limited support for third-party equipment and cannot guarantee every router.
- Network-installed equipment remains subject to the network operator's ownership and maintenance rules. Internal cabling beyond the network boundary is generally the customer's responsibility.
- If you move, the new address must be qualified. Charges and appointment requirements may differ at the new premises.

## 6. Billing, account information and cancellation

- The service is billed monthly in advance. The first invoice may be adjusted to align with your billing anniversary. Residential invoices are normally due 7 days after issue.
- If an invoice remains unpaid, Go Lambda may restrict or suspend the service after providing the notices and protections required by law. Payment assistance is available, and eligible customers receiving assistance are protected from automated credit action.
- Account and billing information is available at portal.golambda.com.au.
- To cancel, contact Go Lambda. Charges already incurred remain payable. There is no fixed-term early termination fee.
- Free payment assistance is available at golambda.com.au/payment-assistance/ or by contacting support.

## 7. Support and complaints

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|---|---|
| **Customer support** | **1300 061 793 \| support@golambda.com.au \| golambda.com.au/contact/** |
| **Complaints** | **Complaints are free. See golambda.com.au/complaints-handling/ or contact support and ask for the matter to be treated as a complaint.** |
| **External dispute resolution** | **Telecommunications Industry Ombudsman: 1800 062 058 \| tio.com.au/complaints** |

## 8. Important information

Read this summary with the plan details shown after address qualification and Go Lambda's terms, acceptable use policy and service information at golambda.com.au/service-information/. The Communications Alliance Broadband Education Package is at commsalliance.com.au/BEP.

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