Residential LIVA Exclusive Code Offer Plans

Plan information

Residential broadband over nbn infrastructure. Unlimited data; no excess usage charges. Available only at eligible service addresses. Optional phone services and add-ons are charged separately; bundling is not compulsory.

Data Included	Family Plus 500/50 Mbps	Premium 750/50 Mbps	Ultra 1000/100 Mbps
Exclusive Monthly Charge	$84.95	$94.95	$104.95
Standard Monthly Charge	$89.95	$99.95	$109.95
Typical Download Speeds (7pm - 11pm)	~500 Mbps	~750 Mbps	~875 Mbps
Typical Upload Speeds (7pm - 11pm)	~44 Mbps	~44 Mbps	~92 Mbps
Early Termination Charge	$0	$0	$0
Minimum Term (Months)	1	1	1
Connection Type	FTTP, HFC	FTTP, HFC	FTTP, HFC

All prices include GST. Monthly charges shown are for the base plan; optional extras and applicable one-off charges are additional.

Minimum term and cancellation

The service is supplied month-to-month with a minimum term of 1 month. This is not a fixed-term contract. The customer may request cancellation at any time, subject to the minimum term and any other special conditions disclosed for the selected service. Charges already incurred remain payable. There is no early termination fee.

At least 30 days' cancellation notice is required under General Terms clause 23.1, subject to the applicable minimum term, approved trial terms, earlier cancellation rights and Australian Consumer Law. Charges for services provided before cancellation takes effect remain payable, subject to refunds and credits. Contact 1300 345 148 or Support. See General Terms for pre-provisioning costs and cancellation/refund exceptions.

Offer eligibility and promotional pricing

This Critical Information Summary applies where an eligible new nbn® customer selects one of the eligible plans listed above and successfully applies the LIVA Exclusive Code LIVA2Y during checkout.

The offer is available only where the customer has received a valid LIVA Exclusive Code through an eligible LIVA offer and confirms this during checkout.

The exclusive monthly charge shown above applies for the first 24 months from the service activation date, subject to the LIVA Exclusive Code Offer Terms.

After the first 24 months from service activation, the plan continues month-to-month at LIVA Telecom's then-current standard monthly price for that plan, unless you change plan or cancel. We will give you at least 30 days' written notice of the new monthly price and its effective date before the promotional period ends. If that notice is late, your promotional monthly price will continue until the 30-day notice period has passed. No higher price will apply before the 24-month price lock ends.

The code is not transferable for resale and cannot be combined with another offer unless LIVA Telecom confirms otherwise in writing.

Promotional pricing applies to the base internet fee only. Add-ons, equipment, delivery, installation, relocation, phone, static IP unless included, late fees, and new or changed taxes, levies or regulatory charges are excluded.

Internet trial

For eligible orders accepted by 14 October 2026 (Perth time), when LIVA2Y or its legacy code LIVAEX is accepted at checkout for an eligible new customer on a selected 500/50, 750/50 or 1000/100 nbn plan, the internet trial lasts 10 days from activation, even if activation occurs after the offer closes. Orders accepted from 15 October 2026 have no internet trial; LIVA2Y pricing continues. Cancel within that trial to avoid the base monthly plan fee. Hardware, delivery, installation and optional add-ons remain payable. Otherwise, the accepted promotional monthly price applies.

Equipment, other charges and plan changes

No set-up fee. A compatible nbn-ready router is required; purchase from LIVA is optional. Selected modem/router options start from $69. Prices vary by model, plan compatibility and selected equipment. The final equipment price is displayed during checkout. $20 postage applies to the modem. nbn equipment installation may be required; an adult aged 18 or over must attend. HFC requires an nbn-supplied NTD.

A $300 new development fee may apply and is disclosed at signup. Optional NTD changes may cost up to $100; eligible nbn-funded 2000 Mbps NTD upgrades have no upgrade charge. Electronic bills are free; paper bills cost $5. Plan changes have no change fee; upgrades incur the pro-rata difference and downgrades receive no pro-rata refund, subject to statutory rights.

Speeds and service limitations

Speed tiers are wholesale maximums, not guaranteed speeds. Typical evening (7pm-11pm) figures are indicative observations from limited testing while representative data is collected. Performance depends on access technology, address, wiring, router, Wi-Fi, devices, network conditions, users and destinations.

Optional Kaspersky Plus trial

If selected, the 10-day trial for 1 user/1 device begins at order acceptance at checkout. Cancel through LIVA before the order-confirmation deadline to avoid conversion to a 12-month licence with a one-time $25 GST-inclusive charge on the first internet invoice after the trial (or final invoice). Cancelling internet does not automatically cancel this trial. No automatic renewal after the paid term. Device compatibility and third-party terms apply; Australian Consumer Law rights remain.

Billing and other conditions

No base monthly plan payment at signup; equipment and extras payable at checkout are shown separately. Fees are billed monthly in advance from activation. The first authorised automatic payment is normally within 2 calendar days after activation; approved internet trials follow their trial terms. Later payments are due on the renewal date shown on your Bill. Authorised automatic collection is scheduled for that date unless otherwise agreed. Recurring invoices are generally issued at least 10 Business Days before collection. Non-payment, abusive behaviour or breach of terms/fair use may lead to restrictions or cancellation, subject to applicable protections.

Usage, support and complaints

Usage: portal.livatelecom.com.au. Support and payment assistance: 1300 345 148, info@livatelecom.com.au; support hours are published on our website. To complain, contact us or use our Complaints Handling Process. If unresolved, contact the TIO: 1800 062 058 or tio.com.au/making-a-complaint. Financial hardship assistance is free.

Read the accompanying Detailed Service Information and General Terms for the complete offer, installation, billing, trial and cancellation conditions. You can download both the CIS and detailed information from this plan's document page.