Residential Lower Tier 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	Basic 25/10 Mbps	Essential 50/20 Mbps	Everyday 100/20 Mbps
Unlimited Minimum / Maximum Monthly Charge	$59.95	$84.95	$89.95
Early Termination Charge	$0	$0	$0
Minimum Term (Months)	1	1	1
Typical Evening Download	~23 Mbps	~47 Mbps	~94 Mbps
Typical Evening Upload	~9 Mbps	~18 Mbps	~18 Mbps

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.

Price lock

Eligible new customers receive a 24-month base internet price lock from activation on eligible nbn plans up to 1000 Mbps. Ordinary nbn wholesale increases are absorbed. Plans above 1000 Mbps, OptiComm and Fixed Wireless are excluded. Equipment, add-ons, other charges and new or changed taxes, levies and regulatory charges are excluded. After 24 months, the then-current price applies with required notice. The offer may change for future orders; accepted eligible orders retain their price lock.

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. An optional second line during changeover costs $297; internal cabling is your responsibility. 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.

Copper phone services may need migration to IP voice or the existing number/service may be lost; existing phone sockets may stop working. Check alarm, medical-device and other equipment compatibility before migration.

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.