

Business NBN Critical Information Summary

Business Essential LIVA Exclusive Code Offer Plans

Critical Information Summary - nbn® Broadband

Service to be provided: Uses nbn® infrastructure (e.g. Fibre To The Premises) to deliver broadband services to your business premises.

Plan information

Available plans

Data Included	Core Plus 500/50 Mbps	Core Premium 750/50 Mbps	Core 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 (9am - 5pm)	~500 Mbps	~750 Mbps	~875 Mbps
Typical Upload Speeds (9am - 5pm)	~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 plans include unlimited data. Typical Business Speed: LIVA Telecom is currently collecting representative performance data for these plans during the busy period. Typical Business Speed refers to the typical speed business customers can expect during the busy period between 9:00am and 5:00pm. Indicative observed test speed: The indicative observed test speed is based on limited current testing and is provided for general guidance only. It is not guaranteed speed and may change as more representative data becomes available. Actual speeds may vary due to factors including the customer's nbn® technology type, service address, in-premises wiring, modem/router capability, Wi-Fi performance, device capability, network conditions, the number of connected users and the websites or online services being accessed. The speed tier refers to the wholesale speed tier of the plan and is not a guarantee that the customer will receive the maximum download or upload speed at all times.

LIVA Exclusive Code Offer

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 LIVA Exclusive Code offer does not create a fixed-term contract. The internet service is supplied month-to-month with a minimum term of 1 month. 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.

The exclusive monthly charge applies to the eligible base monthly internet plan fee only. It does not apply to optional add-ons, modem/router or hardware charges, delivery fees, installation charges, relocation charges, phone services, Static IP charges unless specifically included, late payment fees, new or changed taxes, levies, government charges, regulatory charges or other non-plan charges.

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

The LIVA2Y promotional pricing offer continues for eligible new orders unless varied or withdrawn for future applications.

The 2-Year Price Lock Offer

The 2-Year Price Lock is available to eligible new customers until varied or withdrawn by LIVA Telecom for future orders.

The 2-Year Price Lock applies only to eligible nbn® plans with a wholesale download speed of up to 1000 Mbps. It does not apply to nbn® plans above 1000 Mbps (including the 2000 Mbps Hyper HFC and Hyper Fibre plans), OptiComm plans, or Fixed Wireless plans.

LIVA Telecom may vary or withdraw the Price Lock for future orders. If a customer's eligible order has already been accepted, the 2-Year Price Lock will apply for 24 months from the service activation date, subject to the applicable terms.

The 2-Year Price Lock Offer applies to the eligible base monthly internet plan fee for 24 months from the service activation date.

LIVA Telecom will not increase the eligible base monthly internet plan fee during the 24-month Price Lock period and will absorb ordinary nbn® wholesale price changes affecting the plan.

The price lock does not apply to optional add-ons, modem/router or hardware charges, delivery fees, installation charges, relocation charges, phone services, Static IP charges unless specifically included, late payment fees, charges for additional services, charges already incurred, plan changes, or new or changed taxes, levies, government charges or regulatory charges.

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.

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.

10-Day Internet Service Trial

For eligible orders accepted by 14 October 2026 (Perth time), when offer code LIVA2Y or its legacy code LIVAEX is successfully applied, enjoy a 10-day free trial to experience the service. If you choose to continue after the trial, your selected plan will continue and the applicable LIVA2Y promotional monthly plan fee will apply. If you do not wish to continue, you must cancel within the 10-day trial and no base monthly plan fee will be charged.

Available only to eligible new customers when LIVA2Y or the legacy code LIVAEX is accepted at checkout on selected 500/50, 750/50 and 1000/100 Mbps nbn® plans and accepted before 15 October 2026 (Perth time). Orders accepted from 15 October 2026 do not include this internet trial; LIVA2Y promotional pricing continues. An eligible order accepted before the cutoff retains its trial even if activation occurs later. The trial starts on the service activation date. Charges that are not part of the base monthly plan fee, including hardware, delivery, installation and optional add-ons, remain payable. Eligibility criteria and terms and conditions apply.

Kaspersky Plus promotional benefit

Eligible customers may choose a 10-day free trial of Kaspersky Plus for 1 user on 1 device. The trial begins when the order is accepted at checkout. Unless cancelled before the trial ends, it converts to a 12-month paid licence and a one-time \$25.00 charge including GST will appear on the first LIVA Telecom internet invoice issued after the trial. The paid licence does not automatically renew.

Product:	Kaspersky Plus
Free trial:	10 days from checkout
Users / devices:	1 user / 1 device
Paid licence after trial:	12 months
One-time post-trial charge:	\$25.00 including GST
Automatic renewal:	No

The Kaspersky Plus trial is optional and must be actively selected during checkout. Kaspersky is responsible for its software, product features, updates, licence terms, privacy terms, system requirements, account requirements and product support conditions.

LIVA Telecom is not the developer or operator of the Kaspersky software. The customer is responsible for checking device compatibility, installing the software, activating the licence and accepting Kaspersky's applicable terms before use.

The 10-day trial starts from the server-recorded time checkout is completed and the order is accepted. The customer may cancel the Kaspersky trial through LIVA Telecom before the trial ends without charge; cancelling Kaspersky does not cancel the internet service.

If the trial is not cancelled before it ends, the paid 12-month licence starts immediately after the trial. The one-time \$25.00 charge will be added to the first LIVA Telecom internet invoice issued after that time and follows that invoice's normal payment due date.

If the internet service is cancelled after the trial has converted, the \$25.00 licence charge remains payable and may appear on the final invoice, subject to any rights the customer has under the Australian Consumer Law.

The paid licence ends after 12 months and does not automatically renew. Continued protection requires the customer to make a new purchase or expressly agree to another offer.

Kaspersky products may not be suitable for Australian Government systems, government-managed devices, corporate devices, school devices or other restricted environments where Kaspersky use is prohibited by policy, law or internal security rules. The customer is responsible for checking whether they are permitted to install and use Kaspersky on their device before activating the licence.

The trial product does not replace business endpoint security, managed cybersecurity, backups or professional IT security advice.

Information about the service

What is the service?

LIVA Telecom's nbn® broadband service uses nbn® network infrastructure, including Fibre to the Premises (FTTP) and Hybrid Fibre Coaxial (HFC), to deliver broadband to your business premises.

These services provide the typical download and upload speeds listed above. Actual speeds may vary depending on network conditions and your premises setup.

Where is it available?

These services are available in locations where nbn® Fibre to the Premises and/or HFC has been rolled out.

Availability depends on your address.

What do I need to access the service?

To access this service:

- Where applicable, nbn® will install equipment both outside and inside your premises (near a power point). A person aged 18 years or over must be present for the appointment.

- You will need an NBN-ready router capable of supporting higher speeds.
- HFC customers will require an nbn® Network Termination Device, provided free of charge by nbn®.

What is included?

Features of this service include:

- Australian-based phone support

Do I have to bundle anything with the service?

Bundling is not compulsory.

You may choose to bundle your broadband service with:

- a home phone service (VoIP), or

optional add-on features such as a static IP address.

Minimum term of the service

The service is supplied month-to-month with a minimum term of 1 month. This is not a fixed-term contract. You 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.

Cancellation notice and final charges

You may request cancellation at any time. Under clause 23.1 of the General Terms, at least 30 days' notice is required, subject to your applicable minimum term, approved trial terms and any right to cancel earlier under the General Terms or Australian Consumer Law.

No exit fee does not mean immediate cancellation. Charges for services provided before cancellation takes effect remain payable, subject to applicable refunds and credits. Any plan-specific cancellation fee is stated in this CIS.

See the General Terms for cancellation before provisioning, exceptions and refund rights. For help requesting cancellation, call 1300 345 148 or visit Support.

Qualifications

This service may be restricted or cancelled if:

- You fail to pay your bill
- You are abusive to staff or
- You breach LIVA Telecom's terms and conditions or fair use policy.

Information about pricing

Excess usage

There are no excess usage charges for this service.

Exit fee

There are no exit fees for this service.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You are not required to purchase a modem/router from LIVA Telecom.

If you choose to purchase equipment from us:

- 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.

New development fee

nbn® may charge a \$300 new development fee for deploying network infrastructure to new premises or dwellings.

This fee may apply to each new premises requiring a nbn® connection. This includes, but is not limited to, lots under reconstruction, new dwellings, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Other possible charges

- If you bundle your broadband service with a phone service or add-on features, your monthly charges may differ.

For full terms and conditions on a phone service, please see the relevant critical information summary and for details on add-on features, speak to our staff.

- You may change your plan at any time at no cost:
- Other optional NTD changes may cost up to \$100. Contact our support team to confirm availability and applicable charges before requesting an NTD change.
- Bills are issued electronically and sent to the email address nominated on your account at no additional cost, but paper bills are available upon request. A charge of \$5.00 per bill will apply to cover printing, postage, and handling costs.
- Upgrades require payment of the pro-rata difference for the remainder of the billing cycle.

- Downgrades are not eligible for pro-rata refunds.

Note: All prices listed in this Critical Information Summary are inclusive of GST.

Changes to your plan

LIVA Telecom may change plan pricing from time to time. If a change is materially detrimental, we will provide at least 30 days' written notice.

Other information

Call and usage information

You can monitor your usage through the LIVA Telecom customer portal, available on the web.
www.livatelecom.com.au

Customer service

LIVA Telecom provides an Australian-based and Overseas customer support team for technical support, account enquiries and sales assistance. Current support hours are published on the LIVA Telecom website.

Complaints

If you are not satisfied with your service, you may follow LIVA Telecom's complaint handling process, available on our website.

Telecommunications Industry Ombudsman (TIO)

If your complaint remains unresolved after following our complaints process, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation:

- Phone: 1800 062 058
- Website: tio.com.au/making-a-complaint

LIVA Telecom

Level 49, 8 Parramatta Square,

Parramatta, NSW 2150

P 1300 345 148

E info@livatelecom.com.au

Billing and automatic payments

No monthly plan payment is required at signup. Any equipment or optional extras payable at checkout are shown separately.

Your first invoice will be issued and emailed when your service is activated. If you have authorised automatic payments, your first monthly plan payment will normally be collected from your authorised saved payment

method within two calendar days after activation. Your first payment covers the monthly service period beginning on your activation date.

Monthly plan fees are billed in advance. Your actual service activation date determines your monthly service anniversary; payment-processing dates do not change it. Subsequent monthly plan payments are due on the renewal date shown on your Bill. If you have authorised automatic payments, collection is scheduled for that date, unless otherwise agreed with you.

For subsequent monthly service periods, we will generally send your invoice at least 10 Business Days before the scheduled automatic payment date. Your invoice will show the amount payable, service period, scheduled payment date and payment-assistance contact details.

Where an approved free trial applies, the first monthly payment follows the trial terms.

For payment assistance, call 1300 345 148 or see our Financial Hardship Policy.

Contact & Escalation

Phone 1300 345 148

Email info@livatelecom.com.au

Website livatelecom.com.au

Ombudsman (TIO) 1800 062 058

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