

Neoloop Plans

Information about the service

Service Description

Neoloop Plans (formally known as the Lynham Network) is a broadband data service that provides you with internet access at your premises via Neoloop's infrastructure.

Service Plan Information

Plan	Lyn 25	Lyn 50	Lyn 100	Lyn 500
Typical downloading speed	25mbps	50mbps	100mbps	500mbps
Typical uploading speed	8mbps	16mbps	16mbps	45mbps
Standard Monthly Fee	\$80	\$80	\$85	\$110
Minimum term applicable	No	No	No	No
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited

- No minimum contract term for all plans.
- Information about speeds, please refer to [*Key Facts Sheet*](#).

New Site Connection Fee

A new development fee of \$300 or \$550 inc.GST may be applied – depends on the service address. An extra charge will be applied for an additional connection requiring installation of additional equipment. We will inform you if either of these charges will apply to you and will include them on your bills.

What is the service?

Neoloop Plan service uses Neoloop's infrastructure to deliver broadband to your premises. These services provide the typical evening download speeds listed for each plan in the table above.

Other Information

Key Details

This is an internet service that is delivered over the Neoloop (formally known as the Lynham Network).

Billings

Neoloop Plan service(s) are charged full month in advance (generally on the 1st of the month) and are non-refundable. We will only pro-rata the fee of the 2nd month to ensure your billing period is adjusted from your commencement date to the 1st of the month.

Payment Method

Direct Debit Authorisation

By completing the online sign-up process, you authorise payment via direct debit. The card details provided at the time of sign-up will be used for ongoing monthly direct debit payment. For bank account direct debit, please contact us to update your bank account details.

AMEX Payment AMEX payment will incur 1% surcharge per transaction.

A dishonor fee of \$9.90 will be applied to each declined payment.

Service Availability

Neoloop services are not applying to all areas. We will need to perform service qualification checks to the nominated site address for broadband service availability. If we are unable to offer you services, we will contact you for further discussion, or if we failed to contact you in reasonable attempts, we will cancel your order.

You may find out if your address is eligible by emailing info@citycable.com.au or call us on 1300 850 718 during our business hours, Monday to Friday, 9:00am - 6:00pm.

Hardware Devices

You must have a compatible modem/router to access to the internet service if you choose not to purchase a router from us.

However, we can only provide limited support to BYO router.

Installation and Setup

Standard installation is included. Non-standard installation may incur additional costs. You must be someone over 18 years of age to sign up with Neoloop plan and in attendance at the appointment, if required.

On-site Appointment

Technician of CityCable or the subsidiary company may or may not need to onsite for service activation. Any subsequent onsite installations necessitated by issues on your end may result in additional charges.

In the event that you request onsite service during the service term and the connectivity issue is found to be attributable to your actions, a fee of \$165.00 inc.GST per hour will be incurred.

A missed appointment fee of \$165.00 inc.GST will be applied if the service activation or service fault rectification does not proceed at scheduled appointment time, due to act of End-user.

Changes to your plan

We may make changes to your plan from time to time, including its pricing and inclusions. Written notice will be provided via email. Where any changes have a neutral or beneficial impact to you. If there are significant changes applied to your service, we will provide you with at least 30 days' written notice via email.

Relocation

If you wish to relocate the service, we may be able to provide the same service if the new location is serviceable and you may incur with some charges if necessary.

Termination service

You must provide a written notice, (including customer id, name, contact no, service address, termination date and termination reason) 30 days before the next billing cycle. Otherwise, a full month charge will be applied, and it is not refundable.

General Enquiry and Complaint

We are committed to providing you with excellent customer service. Please contact us via email to info@citycable.com.au or call us on 1300 850 718 during our business hours, Monday to Friday, 9:00am - 6:00pm if you have any inquiry or would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO)

We will do our best to solve your problem during our first contact.

If you are unsatisfied with how your complaint has been handled, you may contact TIO via 1800 062 058 or visit <https://www.tio.com.au/complaints/what-expect>.