

Lightwire's Smart WiFi: Whole Home WiFi Guarantee

Terms and Conditions:

Terms:

LIGHTWIRE LIMITED is a company having its place of business at Level 1, 103 London Street, Hamilton ("Lightwire").

CUSTOMER refers to anyone using Lightwire's network or network services. ("Customer").

SMART WIFI DEVICE refers to a singular mesh unit product, supplied by Lightwire.

PRIMARY DWELLING refers to the primary residential structure *on a single parcel* with provisions for living, sleeping, eating, a single kitchen for cooking, and sanitation facilities occupied and intended for one household. Excludes detached garages, sheds and sleepouts.

WHOLE-HOME WIFI refers to WiFi on one network ID across one primary dwelling, excluding detached garages, sheds and sleepouts.

COMPATIBLE ROUTER refers to a Lightwire-supplied DG8245-V or DN-8245-V Residential Home Gateway.

WHOLE-HOME WIFI GUARANTEE is defined as:

- a) Each room in the primary dwelling has WiFi coverage/no dead spots within the primary household.
- b) A customer is not covered by a "whole-home WiFi guarantee" if they wish to have a secondary dwelling connected on the same network ID.
- c) If WiFi coverage issues persist after the customer is sent a Smart WiFi device, Lightwire must work with the customer to find the optimal positioning within the household for "whole-home WiFi" to be achieved. If this is not possible, then Lightwire will send an additional Smart WiFi device to extend a Lightwire connection further to meet "whole-home WiFi" expectations. Smart WiFi devices must be placed according to Lightwire installation guidelines.
- d) Lightwire will provide up to 2 Smart WiFi devices in total to provide whole-home coverage.
- e) If Lightwire cannot achieve whole-home WiFi coverage under the above conditions, Lightwire will send a Lightwire installer to the primary dwelling to attempt to achieve the whole-home WiFi guarantee. If the Lightwire installer cannot achieve a), then a one-off credit to the value of two months of the customer's current broadband plan and zero-rate the Smart WiFi plan (for paid plans) will be given. The customer will be able to keep the Smart Wi-Fi units already provided as long as they remain an active customer of Lightwire.



- f) After 2 Smart WiFi units have been deployed, a call out fee of \$199 may be charged to the customer if a Lightwire installer is sent to a household where the customer has not complied with condition c) or has attempted to connect to a secondary dwelling.
- g) Smart WiFi units provided to the customer remain property of Lightwire.
- h) Whole Home WiFi guarantee applies to residential usage only and does not guarantee coverage for business or commercial purposes.
- i) Whole Home WiFi can only be guaranteed when internet connectivity is provided by a Lightwire-provided compatible router and Smart WiFi units. No guarantees can be made if the customer provides any of their own WiFi network elements or behind additional layers of NAT (Network Address Translation).

Installation

A standard Smart Wi-Fi installation for a new customer will be performed by the Lightwire installer at the same time that they install the primary internet connection. Standard installation covers wireless setup of the Smart Wi-Fi units only.

If a customer requests a wired set up of the Smart WiFi unit to the router, this must be installed and validated by a Lightwire installer to be covered by a whole-home WiFi guarantee. Any additional parts and hardware must be supplied by the Lightwire installer and the job (labour and parts) will be charged onto the customer after installation and will be reflected in the customer's next invoice. The installer will advise the customer of any charges prior to the installation taking place.

Existing customers who sign up to the Whole Home Wi-Fi Guarantee will be sent a Smart Wi-Fi device via courier along with self-install instructions. Phone and email support is available to assist with setup.

Warranty

Smart WiFi is a managed device, so Lightwire will replace faulty Smart WiFi units for the duration of customer contract terms. Lightwire must troubleshoot the Smart WiFi device before sending a replacement Smart WiFi device and the customer must provide all reasonable efforts to assist with this troubleshooting, including changing the location of the Smart Wi-Fi unit if requested.

Replacements of faulty Smart WiFi units are on an RMA basis and will be replaced by Lightwire upon receipt and testing of the faulty unit from the customer.

Lightwire is not obligated to replace lost, missing, or damaged Smart WiFi unit(s). A replacement fee of \$114 will apply to replacements of lost or otherwise damaged units.



Billing

A customer's monthly bill will reflect their Smart WiFi subscription as either \$0.00 for unlimited customers on a 12-month contract, or \$9.49 for capped customers and 24-month unlimited contract customers on top of their internet plan charges.

Plan Changes

Existing customer on 12-month unlimited plan (\$155 p/month)

A customer on an existing 12-month unlimited plan can add the whole-home WiFi guarantee by optionally re-terminating for a further 12 months from the date at which the whole-home WiFi guarantee is ordered.

For clarity, the customer's current broadband contract term will be replaced with a new 12-month term from the date at which the Whole Home WiFi Guarantee is ordered.

If a customer changes to a plan which does not include the whole home WiFi guarantee, an additional charge of \$9.49 per month will be added to the customer's invoice.

Existing customer on capped plan or 24-month unlimited (special) plan (\$95 - \$139 p/month)

A customer who is on a capped or special plan can add the whole-home WiFi guarantee by ordering via the customer portal or via phone call, at which point an additional charge of \$9.49 per month will be added to the customer's invoice.

If a customer changes plans from a capped or unlimited (special) plan to the standard unlimited plan, the whole-home WiFi guarantee charge will be removed as it is included in the standard unlimited plan. A subsequent downgrade to a capped plan will re-instate the monthly charge.



Terminations

Early termination charges (ETCs) will apply if a paid Whole Home WiFi Guarantee is cancelled by the customer prior to the contracted end date. On top of a customer's monthly ETC fees for internet, a monthly fixed charge of \$9.49 multiplied by full months left in terms will be applied to the Smart WiFi unit with a maximum charge of \$114. No additional ETCs above the standard ETCs apply for plans that already include the Whole Home WiFi Guarantee.

A customer downgrading from an unlimited plan that includes Whole Home WiFi to a capped plan who wishes to terminate the Whole Home WiFi plan, must contact Lightwire's customer care team and arrange for return of any Smart WiFi units or alternatively accept an early-termination fee for the Smart Wi-Fi service of \$9.49 per month remaining of the contract term with a maximum of \$114.

