

Critical Information Summary

Lifestyles Internet Services

December 2024

Service Description

Lifestyles Internet Services is an internet service delivered via a fibre service that is included in the build of the residence. Our service is deployed throughout the Lifestyles Villages and Resorts.

Key Features and Applications

- Scalability is easily adjusting bandwidth to suit your requirements as they evolve.
- Dedicated support through our support team for troubleshooting and maintenance.
- ~~Ideal for residences requiring robust connectivity for streaming, VoIP, video calls, etc.~~

Plan Inclusions

- ~~Plan speeds range from 15 Mbps to 100 Mbps, scalable based on needs.~~

Bundle Requirements

- This service does not have bundle requirements.

Plan and Pricing Information

- Monthly Costs varies based on speeds and contract length.
- Setup Costs: Lifestyles Internet Connection fees apply to each connection or reconnection.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
Lifestyles Internet - Lite 15/2	\$39.95	\$479.42	\$958.85	\$1,438.27
Lifestyles Internet - Standard 30/10	\$59.95	\$719.40	\$1,438.80	\$2,158.20
Lifestyles Internet - Plus 60/30	\$79.95	\$959.38	\$1,918.75	\$2,878.13
Lifestyles Internet - Extreme 100/50	\$99.95	\$1,199.35	\$2,398.70	\$3,598.06

Prices include GST.

Contract Terms

- Lifestyles Internet Service is a month-to-month contract term with no lock in contracts.

Billing Information

- Billing is issued on or around the first of each month and is charged in advance for the minimum monthly service charge.
- Monthly recurring costs vary based on service plan and contract length chosen.



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- Any additional charges incurred during the month will be charged in arrears on the following monthly bill.
- Your first bill will include charges incurred since installation completion until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Minimum Requirements

- Suitable technology and equipment to service plan chosen.

Accessibility & Installation

- Installation fees depend on location, internal and external infrastructure and customisation requirements. Installation fees will be provided before contract period begins.
- Custom installations might involve significant lead times and physical modifications to the premises.

Customer Support

- Enhanced Support with 24/7 technical support and priority fault resolution.
- Dedicated account managers for your service to discuss needs and implement changes if required.

We're here to help, if you have any questions, please call our office and speak with one of our friendly staff on 1300 130 410 or email our support at help@centra.com.au so we can serve you better. You can also visit us at www.iptelco.com.au for additional information.

Other information

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN. Fair Use Policy Applies.

Complaints and Feedback

If you have any questions, feedback or would like to make a complaint, please call our office and speak with one of our friendly staff on 1300 130 410 to let us know how we can serve you better or you can visit us at www.centra.com.au. If you are not satisfied with the outcome or have any concerns or further complaints, you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



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