



**CRITICAL INFORMATION SUMMARY:**

**Service & Pricing**

Easy Plan – from 01 June 2023

**\$46 per month, unlimited data, 25/5mbps, Minimum charge in a 24-month contract: \$1,104**

The summary may not reflect any discounts, promotions, or extra value-added services that you select whilst you have this plan.

Plus Plan – from 01 June 2023

**\$62 per month, unlimited data, 50/10mbps, Minimum charge in a 24-month contract: \$1,488**

The summary may not reflect any discounts, promotions, or extra value-added services that you select whilst you have this plan.

**Service Description**

Fibre Up provides an internet service to your premises via fixed wireless technology to deliver fast internet. Our Install Team will position a small receiver dish on your roof that talks to our network via a transmission tower located on Village grounds. We will connect the antenna to your router via a data point or direct cable connection within your premises.

**Availability**

Fibre Up is only available if your premises have line of sight to our tower. You can check availability by contacting our Sales Team on 1300 001 294.

**Requirements**

To facilitate connectivity, you will require a router, however, we do not provide technical support for a BYO router.

Our router prices start from \$115.50. Our team will program the router for you prior to installation, enabling you to achieve immediate internet connectivity once the installation is complete.

**Minimum Term**

Fibre Up Easy & Plus Plans are a 24-month fixed-term contract (early termination fees apply).

**Other Charges**

Early Termination Fee – Applicable when service is terminated during contracted term – up to \$500

**Early Termination Charges**

If you enter a fixed-term contract and cancel or choose to move to new premises during the term, early termination fees (ETF) are applicable.

Regardless of your contract term, the hardware on your rooftop remains the property of Fibre Up and must be collected within two weeks of service cancellation. If we are not granted and facilitated access to the property during this time, an additional fee of \$150 will be charged.

The following termination charges apply;

Contract Term	Months remaining in term	Charge
24 months	19-24	\$500
	13-18	\$350
	7-12	\$250
	1-6	\$200

**Fair Use Policy**

You must comply with our Fair Use Policy and not use the service in a manner which is unreasonable, unfair, or unacceptable as defined in the Policy. We may act if you breach the Fair Use Policy, including suspending or cancelling your service.



## Billing & Payment

### Billing

Invoices are issued monthly via email and are payable two (2) weeks after each bill. The figures in the Pricing Summary are for a full billing cycle (being the calendar month). Any extra charges that were added during the previous billing period will appear on your next bill.

### Receiving your bills

Your bills will be sent to the email address nominated on your service application. To update these details by contacting our team by telephone on 1300 001 294 or email [info@fibreup.com.au](mailto:info@fibreup.com.au) during business hours, Monday to Friday.

### Paying your bill

Payment is direct transfer from your bank account, individual debit or credit card payments or autopay by debit or credit card. To update these details, contact our team via telephone on 1300 001 294 during business hours, Monday to Friday.

### Discounts

If you are receiving a discount for a product or service from us, you will see this appear as a credit on your bill.

### Payment Default

All costs incurred in the recovery of outstanding debts are at the cost of the customer, as per clause 4.4 of Terms & Conditions. You can also review the Terms & Conditions on our website [www.fibreup.com.au](http://www.fibreup.com.au).

### Customer Service

Contact our team by telephone Monday to Friday during business hours on 1300 001 294 or email [info@fibreup.com.au](mailto:info@fibreup.com.au)

### Dispute Resolution

If we are unable to resolve an issue to your satisfaction and you would like to raise a dispute or complaint, please follow our [Complaints Handling Process](#).

### Further Options

If you are dissatisfied with the outcome after following our Complaints Handling Process, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

As the TIO is an office of last resort, they cannot accept your complaint less you have first given us the opportunity to consider it. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website [www.tio.com.au](http://www.tio.com.au)