



Fibre Up Pty Ltd – Critical Information Summary

Service: Fibre to the Premises (FTTP) Internet Service

Supplier: Fibre Up Pty Ltd (ABN 36 641 495 212)

Website: www.fibreup.com.au

Contact: 1300 001 294 | info@fibreup.com.au

Effective date: 01/04/2026

1. SERVICE DESCRIPTION

Fibre Up provides a Fibre to the Premises (FTTP) internet service to eligible residences within participating villages and parks. The service is delivered over optical fibre infrastructure installed from the Fibre Up network directly to your premises and terminated at a Fibre Up supplied Network Termination Device (NTD).

The FTTP service offers high-speed, low-latency internet suitable for streaming, video calls, work-from-home, online gaming and general household internet use.

2. AVAILABLE PLANS AND PRICING

Plan	Speed Tier	Monthly Price
Fibre 100	100 Mbps download / 50 Mbps upload	\$79
Fibre 250	250 Mbps download / 50 Mbps upload	\$89
Fibre 500	500 Mbps download / 50 Mbps upload	\$99

All plans include unlimited data.

3. TYPICAL SPEEDS (BUSY HOUR)

Typical speeds during the busy period (7pm–11pm) are:

Plan	Typical Download Speed	Typical Upload Speed
Fibre 100	90–100 Mbps	45–50 Mbps
Fibre 250	220–250 Mbps	45–50 Mbps
Fibre 500	450–500 Mbps	45–50 Mbps

These speeds are estimates only and are not guaranteed. Actual performance may vary due to network demand, maintenance, customer equipment, Wi-Fi setup, and other external factors.

4. CONTRACT TERM AND INSTALLATION

Minimum Term

FTTP plans are supplied on a **36-month minimum contract term** when a \$0 upfront installation offer applies.

Installation Fee

\$0 upfront installation applies under the FTTP Install Offer.

Installation Subsidy (for ETF calculation)

\$700 (fixed)

Installation typically takes 2–3 hours and includes fibre connection to the premises and installation of the Network Termination Device (NTD).

5. EARLY TERMINATION

If you cancel your service during the 36-month minimum term, an **Early Termination Fee (ETF)** applies.

The ETF is calculated as:

$$\text{ETF} = \$700 \times (\text{remaining months} \div 36)$$

Example: If you cancel with 18 months remaining, the ETF will be \$350.

No ETF applies after the minimum term has ended.

6. EQUIPMENT AND POWER

- The Network Termination Device (NTD) and fibre infrastructure up to the NTD remain the property of Fibre Up.
 - You must not relocate, modify or interfere with Fibre Up equipment.
 - FTTP services require mains power. During a power outage, your internet service will not operate unless you provide your own backup power.
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7. WHAT'S INCLUDED AND WHAT'S NOT

Included

- Unlimited data
- Fibre connection to the premises
- Network Termination Device (NTD)
- Australian-based customer support

Not Included

- Wi-Fi router (unless purchased separately)
 - Backup power
 - In-home wiring beyond the standard installation
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8. BILLING AND PAYMENT

- Bills are issued monthly via email.
- Payment is due 14 days from the bill date.
- Payment methods include direct debit from a bank account or debit/credit card.

Failure to pay may result in service restriction or suspension in accordance with our Standard Form of Agreement and Financial Hardship Policy.

9. SUPPORT, COMPLAINTS AND DISPUTES

Customer Support


 1300 001 294 (Monday–Friday, business hours)

 info@fibreup.com.au

Complaints

If you have a complaint, please contact Fibre Up first. We will handle complaints in accordance with our **Complaints Handling Policy**.

If your complaint is not resolved, you may contact the **Telecommunications Industry Ombudsman (TIO)**:

 1800 062 058

 www.tio.com.au

10. RELATED DOCUMENTS

This Critical Information Summary should be read together with the following documents, available at www.fibreup.com.au:

- Standard Form of Agreement (Terms and Conditions)
 - FTTP Service Schedule
 - Fair Use Policy
 - Privacy Policy
 - Complaints Handling Policy
 - Financial Hardship Policy
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11. YOUR RIGHTS

This service comes with consumer guarantees under the **Australian Consumer Law**.

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